

# Oceanhackweek hub URL returned 503 response

Status: Draft

## Overview

The oceanhackweek production hub returned 503 responses during a workshop. Our uptime checks did not alert us of this outage before the incident self-healed.

## What Happened

A community representative raised a support ticket to alert us of the outage. We investigated, but the incident self-healed without any remedial action on 2i2c's part.

## Resolution

*No comments added*

## Where we got lucky

The community representative proactive alerted us of the outage.

## What Went Well?

The infrastructure appears to have self-healed without our intervention.

## What Didn't Go So Well?

We were not notified of the outage via our uptime check mechanism.

## Action Items

1. Confirm that the reason for the lack of notification was the transience of the incident (<30m)
2. Escalate our existing uptime check to a P1 alert and add a new alert for 15m outage that is not categorised.

## OWNER OF REVIEW PROCESS

[Angus](#)

## IMPACT TIME

Oct 7 at 16:38 to Oct 7 at 16:58

## DURATION

20m

\*All times listed in this report are in Edinburgh, London.

## Timeline

Oct 7, 2025

4:38 PM      A community representative opened a support ticket

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4:53 PM      2i2 responded and asked for clarification of an attachment

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4:58 PM      The community representative reported that the hub was now available

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