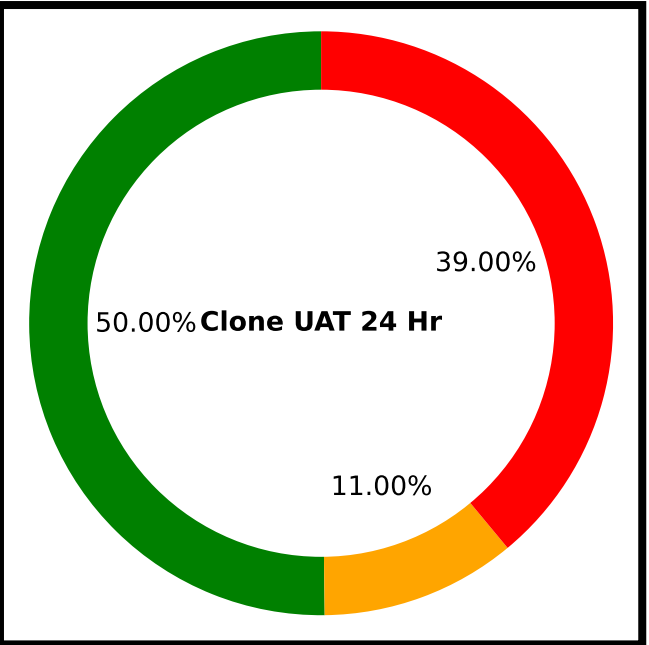
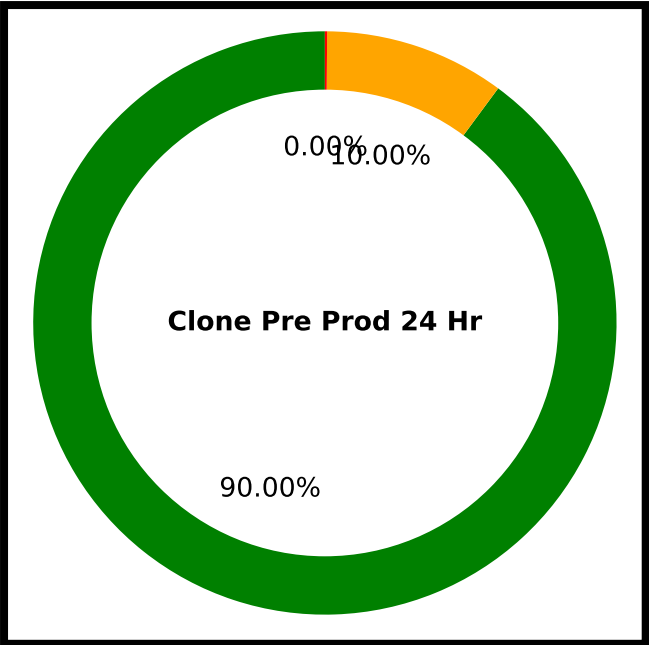
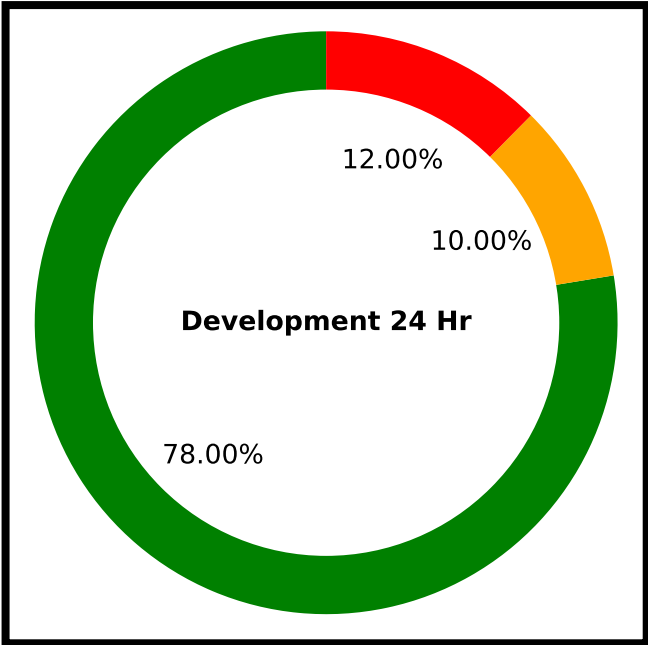
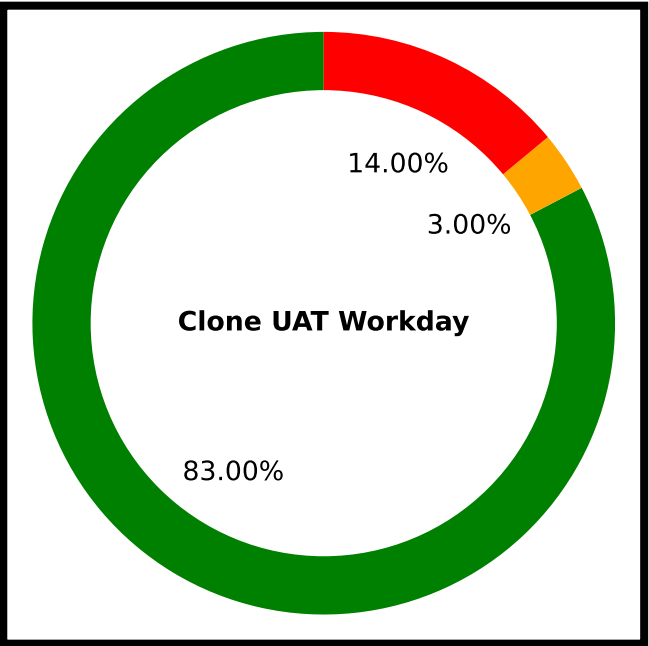
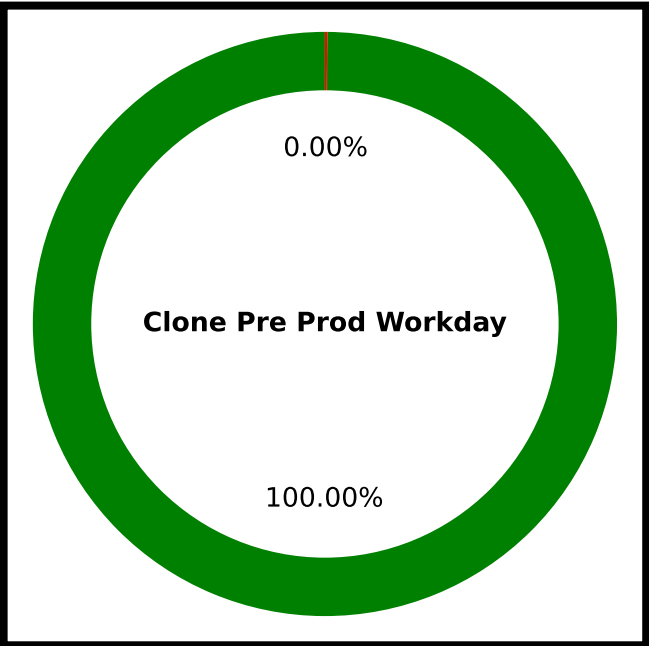
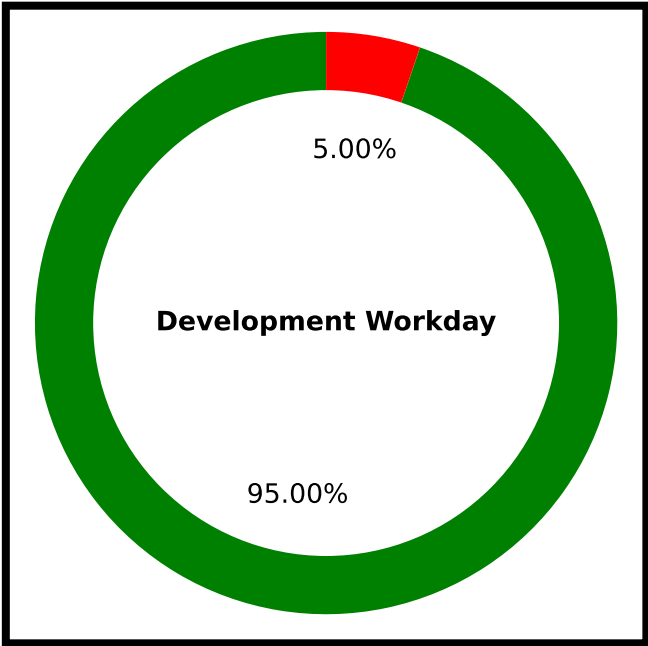


Dev and Clone Environment Availability (Date Range: 2022-07-30 to 2022-08-05)



Development Unplanned Downtime

\* Issue: connection timeouts on ALL calls from My Priorities and Starting Point (running on the DCOS DCX (critical) cluster) to any services running on the DCOS general cluster via the SSL offload farm (e.g., calls to crt-client-teams-rest-ssl, hrm-persons-svc-ssl, iaa-ejauthsvc-ssl, etc.).  
Fix/Root Cause: we added the new egress entry to allow communication to the Konvoy general cluster via the ssl farm to our network policy files, we were able to successfully connect to services running on the general cluster. This was required because the services on the general cluster that we could not connect to earlier have been migrated from DCOS to Konvoy.  
FYI, team is making a prod change this weekend to ensure that it doesn't bite them there too.

**Development Planned Downtime**  
\* Testing ansible to resume suspended datasources on nldaweb-41  
Impact: Instance 1 on these domains will be unavailable  
accountSvcA-integ  
accountWeb-integ  
alertsWeb-integ  
applicationSvcA-integ  
branchSvcWeb-integ  
clientReportingWeb-integ  
commonSvcA-integ  
complianceWeb-integ  
faCompWeb-integ  
Contact: Praht Dooley  
\* DEV - Install patch on external domains. nldjweb3/4.  
aaSvcA-integ  
accountAccessWeb-integ  
attachmentWeb-integ  
iaaWeb-integ  
Impact:  
aaSvcA-integ  
accountAccessWeb-integ  
attachmentWeb-integ  
iaaWeb-integ  
Above domains will be impacted. We will make sure these domains are up and running after the patch.  
Contact: Kiran Chada  
\* Maintenance will be done on Oracle host nedsrv84

Clone Pre Prod Unplanned Downtime

\* Weblogic domain bounce of application2svc. Director approval provided by Blake Moyer

Clone Pre Prod Planned Downtime

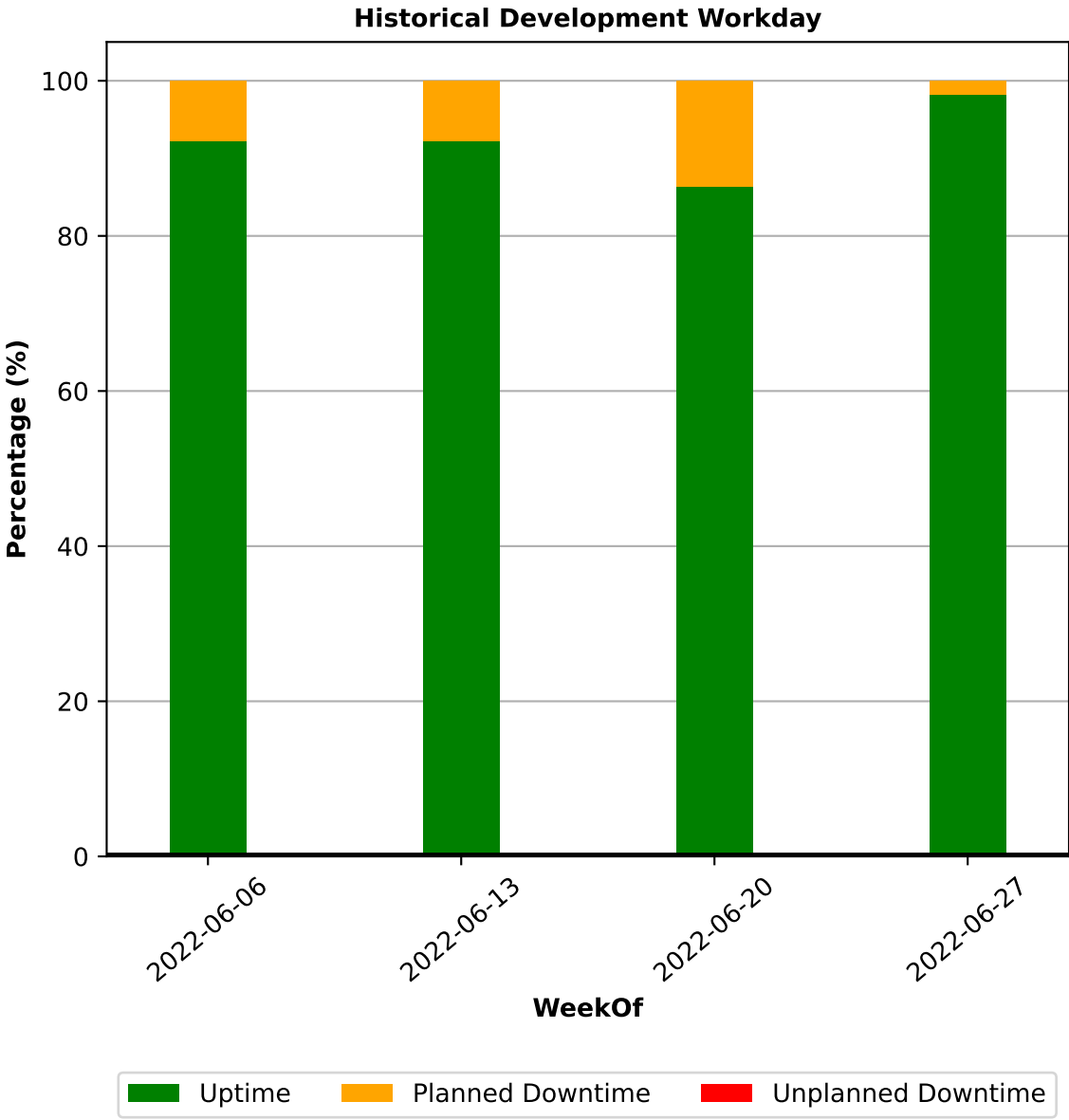
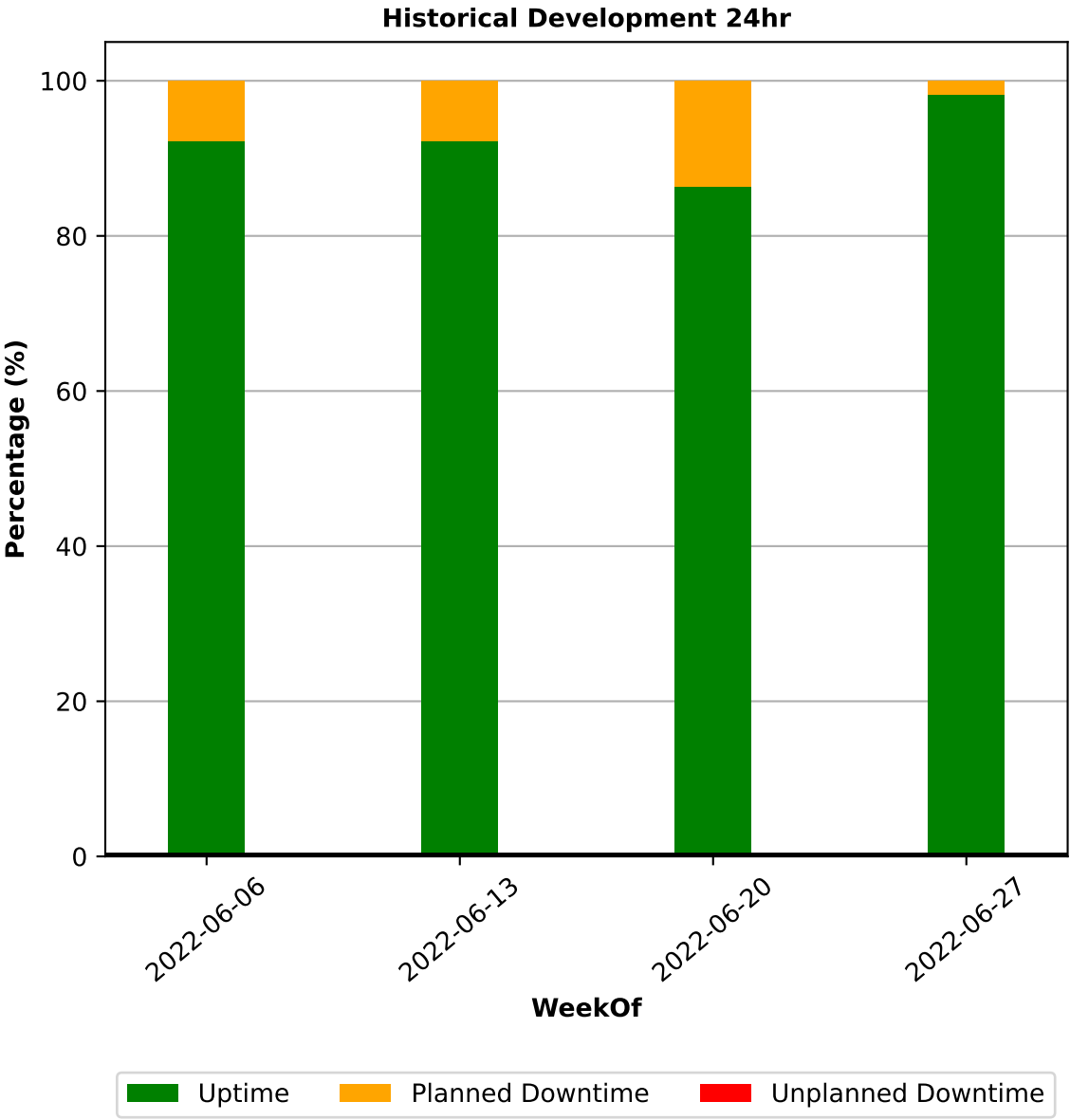
\* IPL of EJQ2 to new SYSRES in preparation of z/OS 2.4 install  
What: IPL of EJQ2 to new SYSRES in preparation of z/OS 2.4 install  
Impact: EJQ2 will be unavailable during the outage.  
Contact: Michael Buechlein  
\* Clone Cisco Firepower IPS reboot  
The reboot will cause an outage to ALL clone branches.  
What: Clone Cisco Firepower IPS reboot  
When: August 3rd from 8:00PM – 11:00PM  
Impact: Loss of connectivity with Clone branches  
Contact: Eric Williams – 636.579.7430  
\* Oracle 19c upgrade on nlpgtools-11/12/10p  
Removing Oracle 12c and 18c and upgrading to 19c. Details coming in workflow  
What: Upgrade Oracle client to 19c 64bit on the following Linux servers below in clone:  
tlpgtools-9  
tlpgtools-10  
tlpgtools-11  
nlpgtools-11  
nlpgtools-12  
nlpgtools-11p  
nlpgtools-12p

Clone UAT Unplanned Downtime

\* Issue: connection timeouts on ALL calls from My Priorities and Starting Point (running on the DCOS DCX (critical) cluster) to any services running on the DCOS general cluster via the SSL offload farm (e.g., calls to crt-client-teams-rest-ssl, hrm-persons-svc-ssl, iaa-ejauthsvc-ssl, etc.).  
Fix/Root Cause: we added the new egress entry to allow communication to the Konvoy general cluster via the ssl farm to our network policy files, we were able to successfully connect to services running on the general cluster. This was required because the services on the general cluster that we could not connect to earlier have been migrated from DCOS to Konvoy.  
FYI, team is making a prod change this weekend to ensure that it doesn't bite them there too.

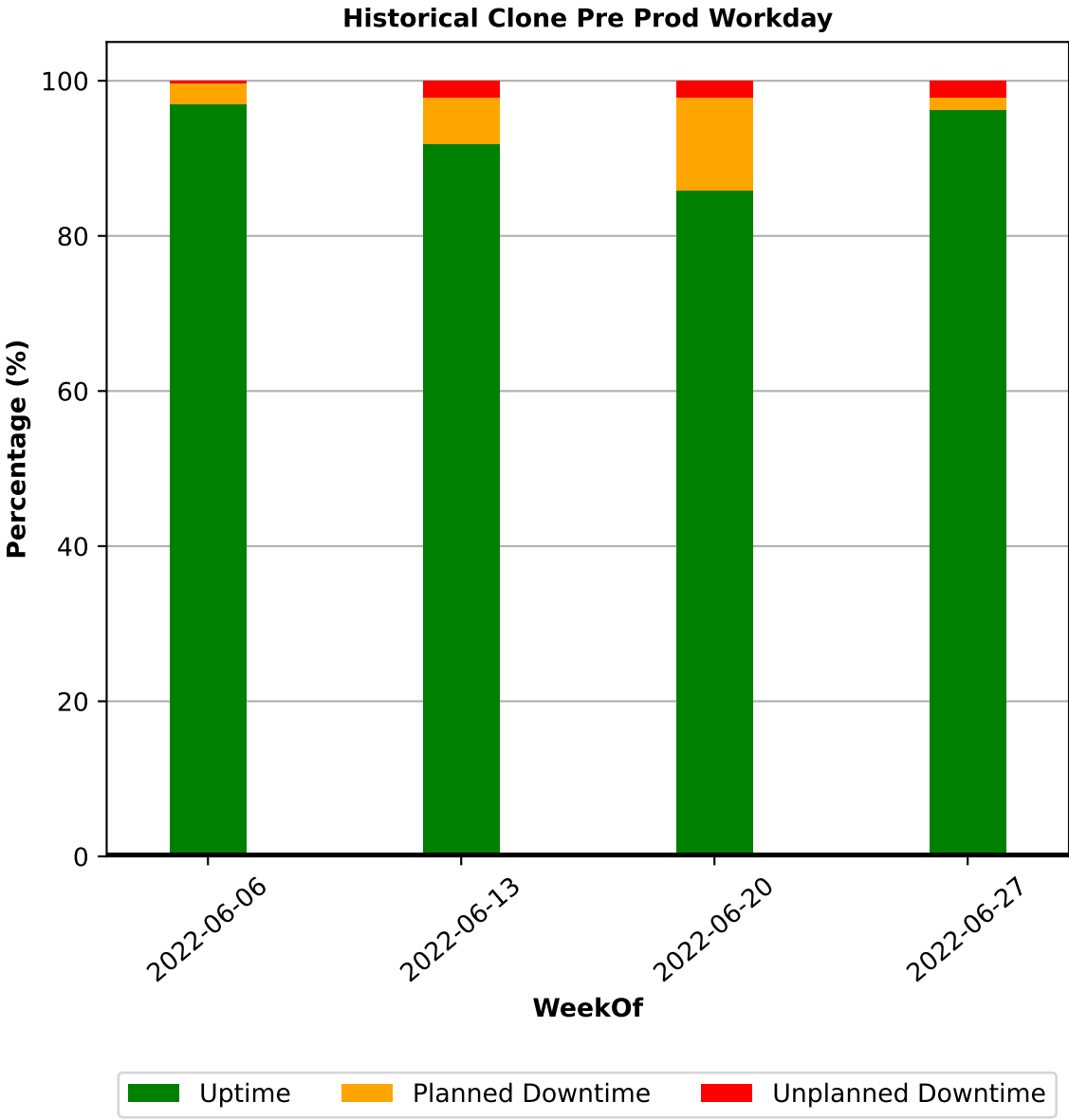
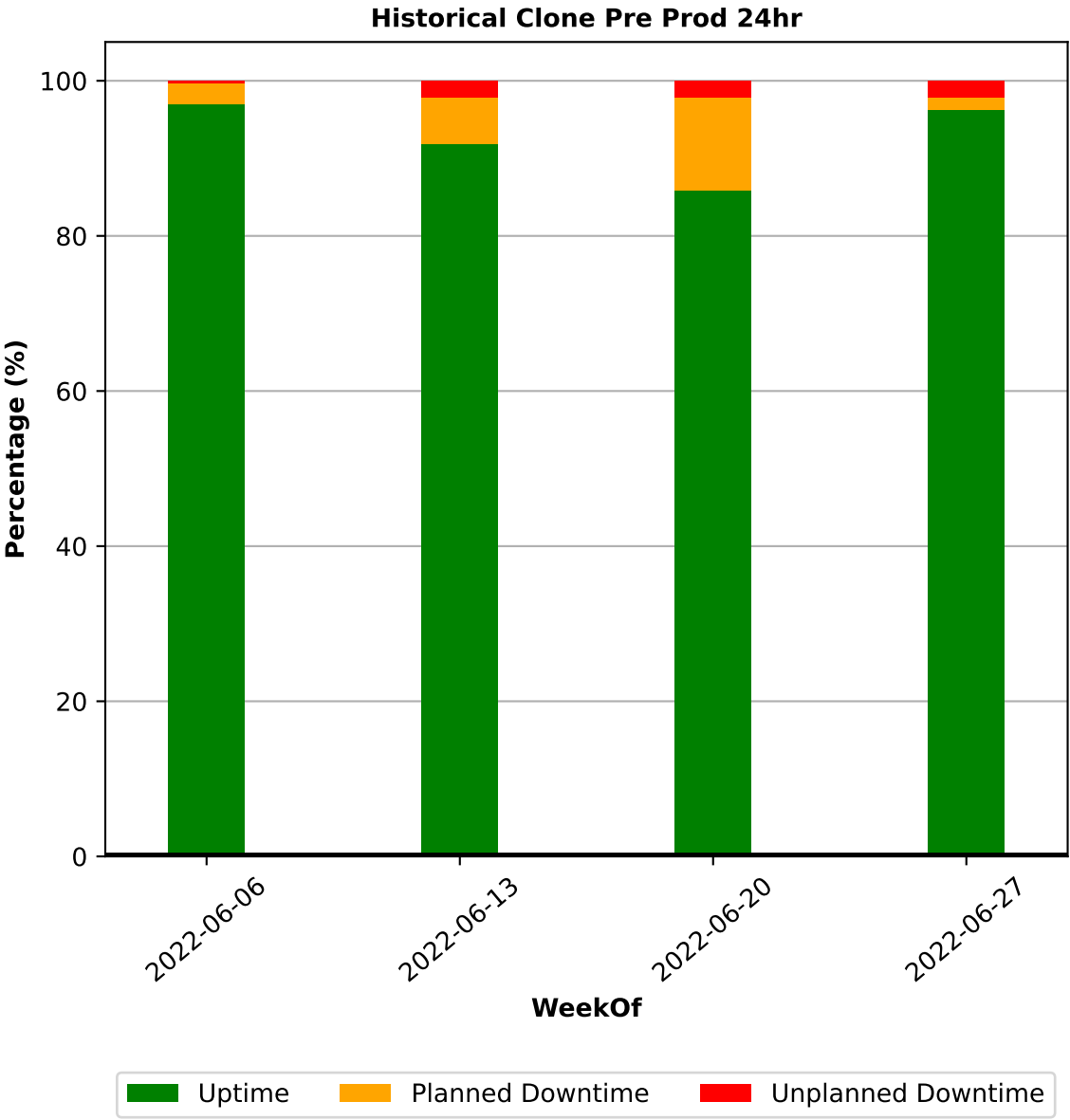
**Clone UAT Planned Downtime**  
\* JonesLink Unavailable to IDMS Change Data Capture (CDC) Root cause: When IDMS Abandonment Cluster 13 moving to UAT impacting web pages  
Impact: These IDMS databases will be made read only during the outage: Income Distribution, Payment Schedule and Call Event Detail Databases. Cluster 13 records affected:  
CAEVENT-1451  
CAMANDTL-1483  
DISEVNT-1405  
EVNTDTL-1462  
IDSDIST-1404  
ISUENO4-1403  
PMTSCHD-1406  
Contact: IDMSAbandonment-CoreTeam  
\* Clone Cisco Firepower IPS reboot  
The reboot will cause an outage to ALL clone branches.  
What: Clone Cisco Firepower IPS reboot  
When: August 3rd from 8:00PM – 11:00PM  
Impact: Loss of connectivity with Clone branches  
Contact: Eric Williams – 636.579.7430  
\* Oracle 19c upgrade on nlpgtools-11/12/10p  
Removing Oracle 12c and 18c and upgrading to 19c. Details coming in workflow  
What: Upgrade Oracle client to 19c 64bit

Historical Environment Availability : Development



Development Unplanned Downtime

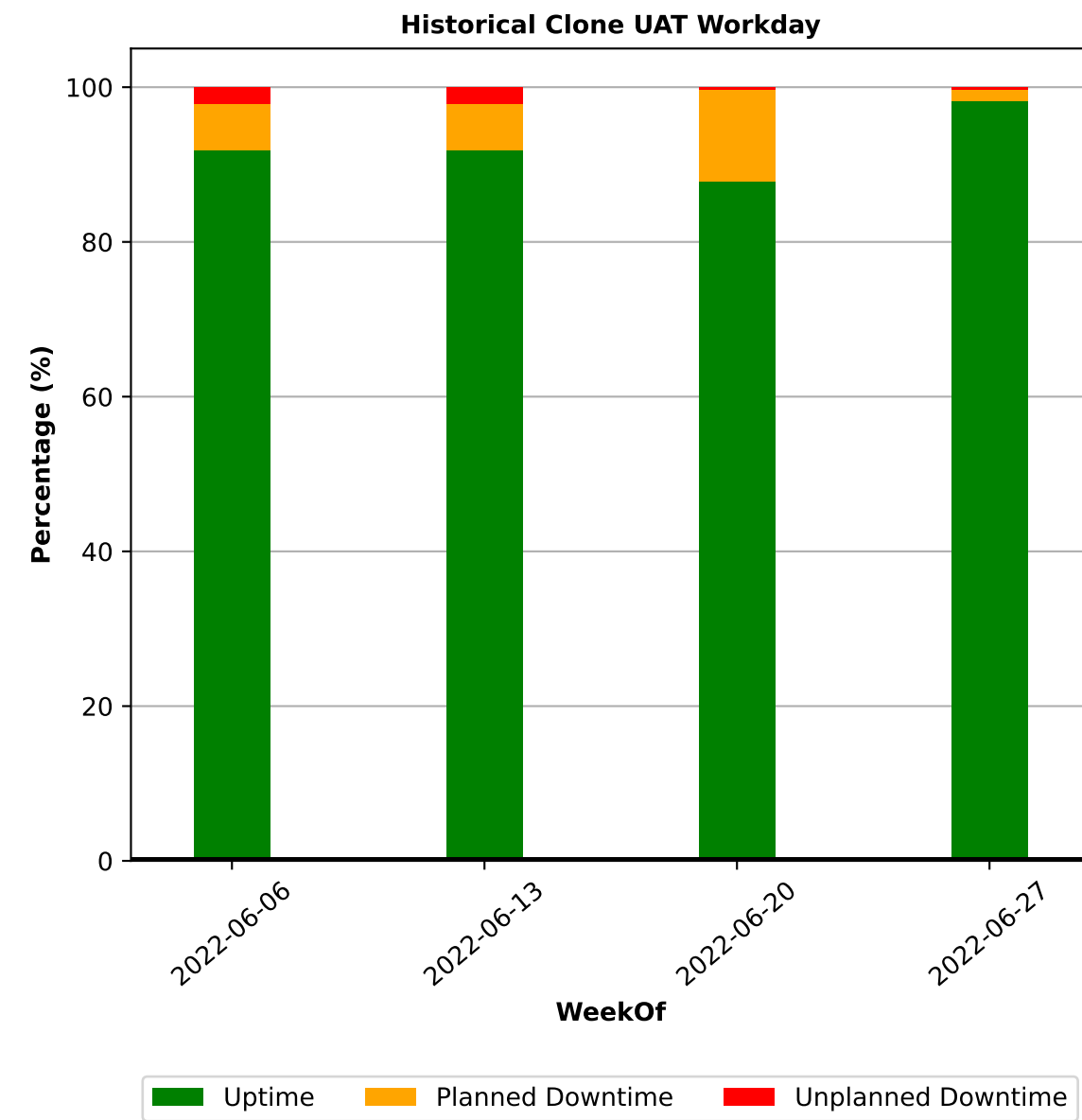
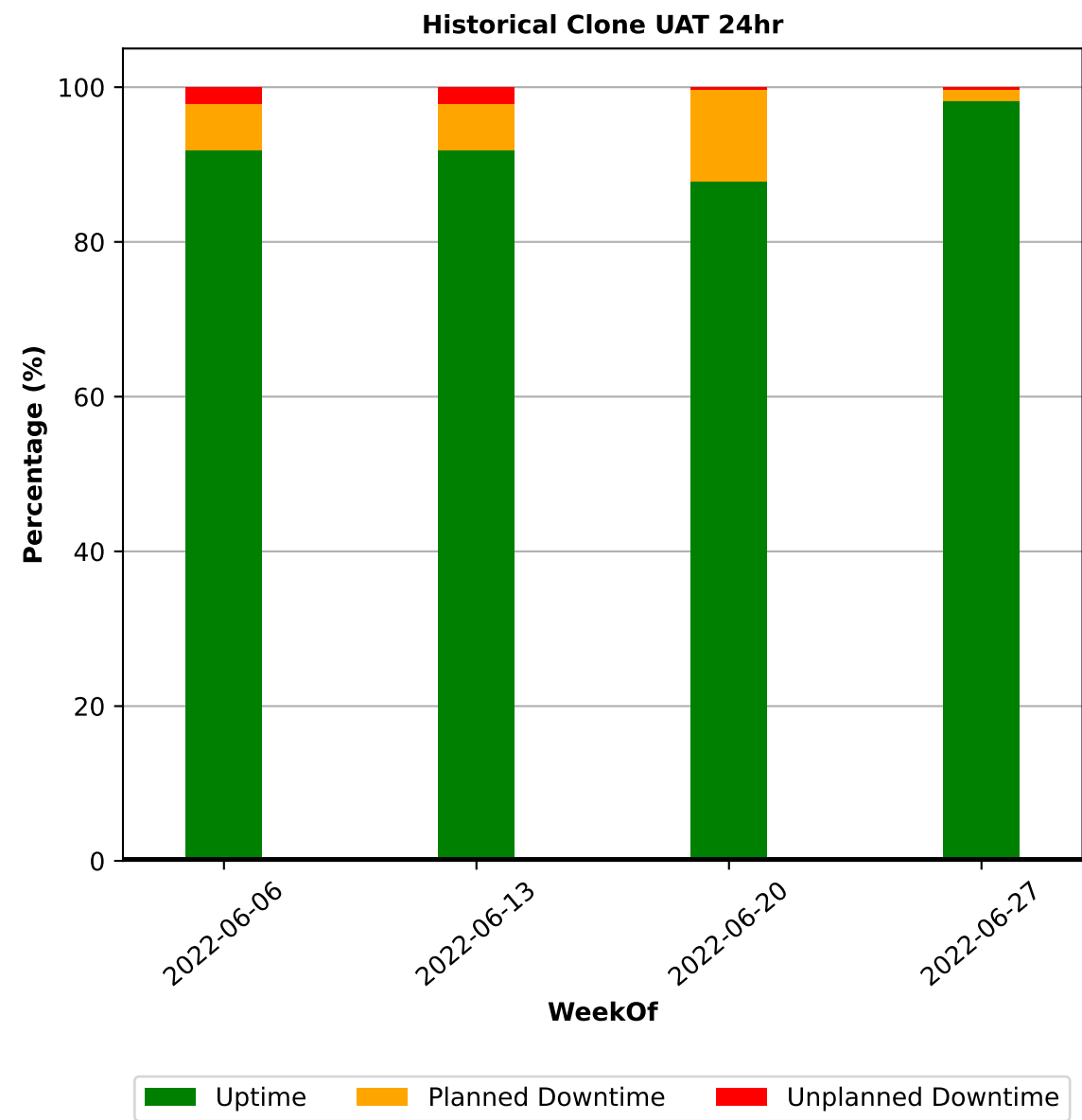
Historical Environment Availability : Clone Pre Prod



Clone Pre Prod Unplanned Downtime

- 2022 – 06 – 06 :**
- \* MainFrame Non-production environments are being migrated to an upgraded processor, Impact: All non-production environments will be unavailable.
  - \* Firewall upgrade change was blocking the ability for multifactor authentication to reach the cloud vendor to send text messages.
- 2022 – 06 – 13 :**
- \* Firewall upgrade change was blocking the ability for multifactor authentication to reach the cloud vendor to send text messages.
  - \* MainFrame Non-production environments are being migrated to an upgraded processor, Impact: All non-production environments will be unavailable.
- 2022 – 06 – 20 :**
- \* Firewall upgrade change was blocking the ability for multifactor authentication to reach the cloud vendor to send text messages.
  - \* MainFrame Non-production environments are being migrated to an upgraded processor, Impact: All non-production environments will be unavailable.
- 2022 – 06 – 27 :**
- \* Firewall upgrade change was blocking the ability for multifactor authentication to reach the cloud vendor to send text messages.
  - \* MainFrame Non-production environments are being migrated to an upgraded processor, Impact: All non-production environments will be unavailable.

Historical Environment Availability : Clone UAT



Clone UAT Unplanned Downtime

- 2022 – 06 – 06 :**
- \* TFA upgrade to all Oracle database servers, Impact: 5 min outage to servers with OS watcher
  - \* Firewall upgrade change was blocking the ability for multifactor authentication to reach the cloud vendor to send text messages.
- 2022 – 06 – 13 :**
- \* TFA upgrade to all Oracle database servers, Impact: 5 min outage to servers with OS watcher
  - \* Firewall upgrade change was blocking the ability for multifactor authentication to reach the cloud vendor to send text messages.
- 2022 – 06 – 20 :**
- \* TFA upgrade to all Oracle database servers, Impact: 5 min outage to servers with OS watcher
  - \* Firewall upgrade change was blocking the ability for multifactor authentication to reach the cloud vendor to send text messages.
- 2022 – 06 – 27 :**
- \* TFA upgrade to all Oracle database servers, Impact: 5 min outage to servers with OS watcher
  - \* Firewall upgrade change was blocking the ability for multifactor authentication to reach the cloud vendor to send text messages.