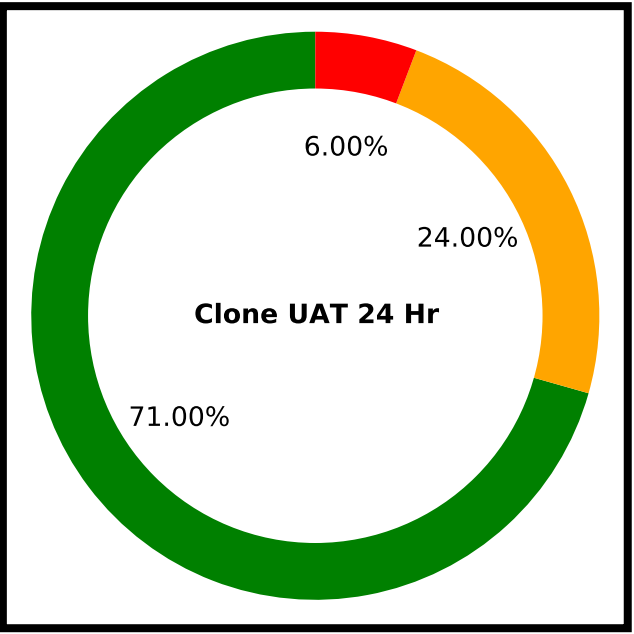
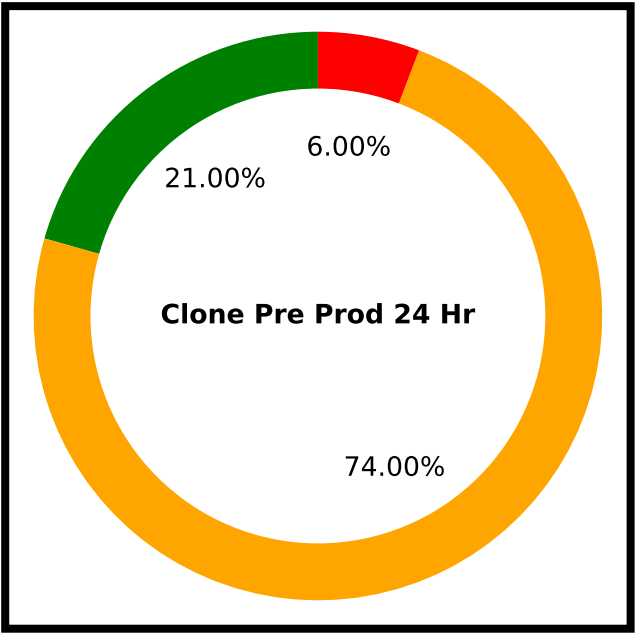
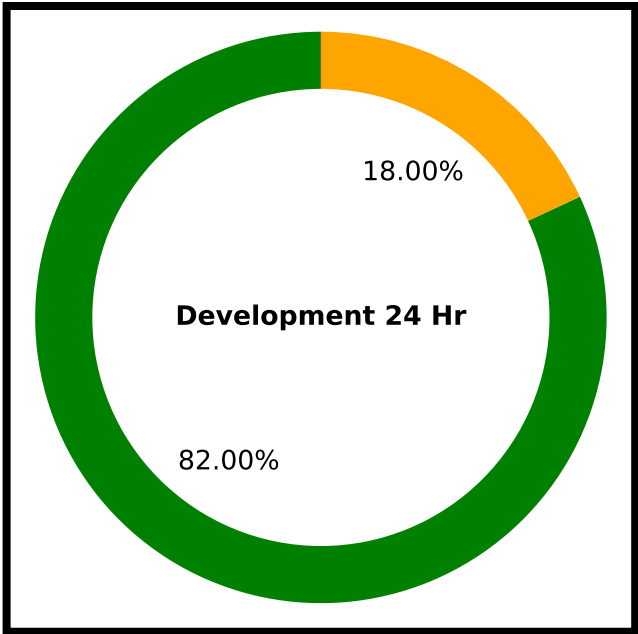
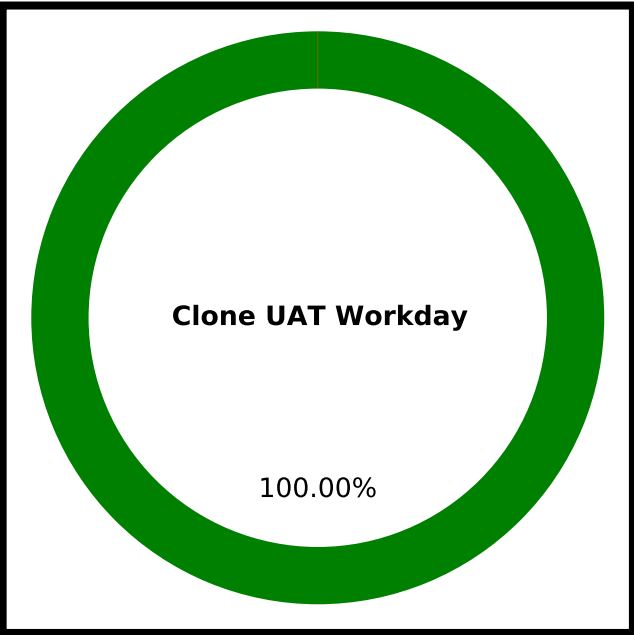
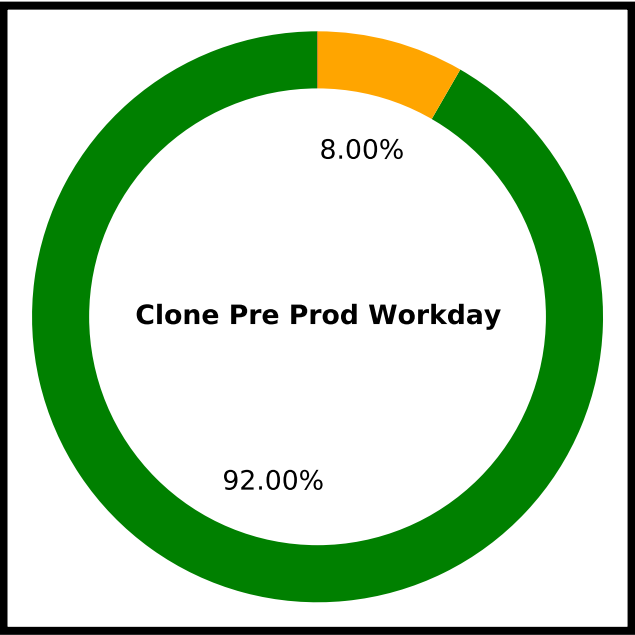
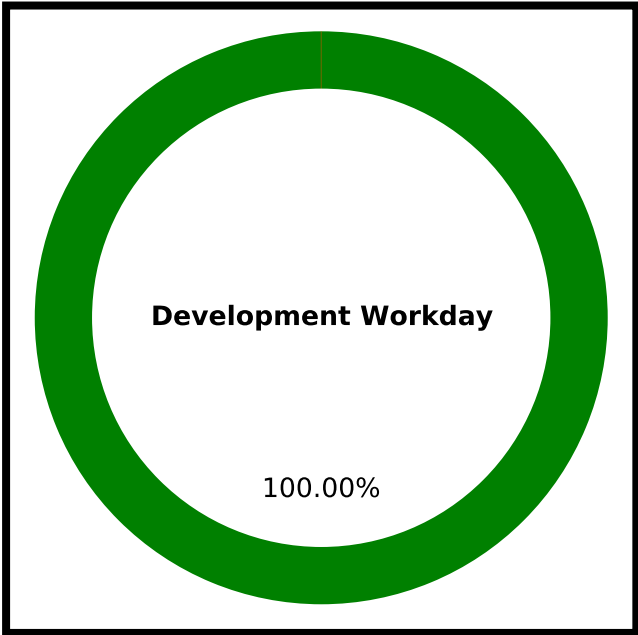


Dev and Clone Environment Availability (Date Range: 2022-06-24 to 2022-06-28)



Development Unplanned Downtime

Clone Pre Prod Unplanned Downtime
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.

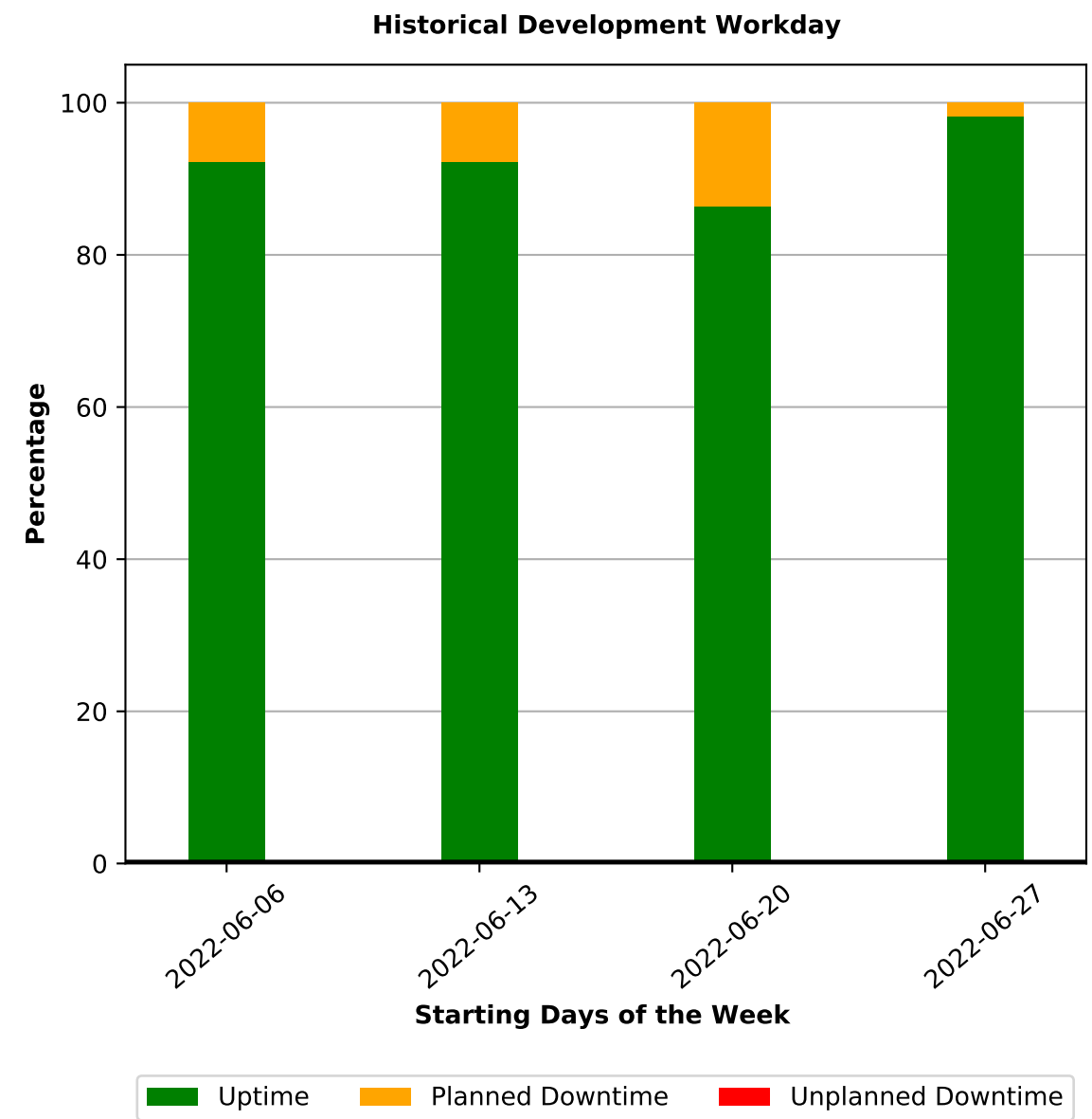
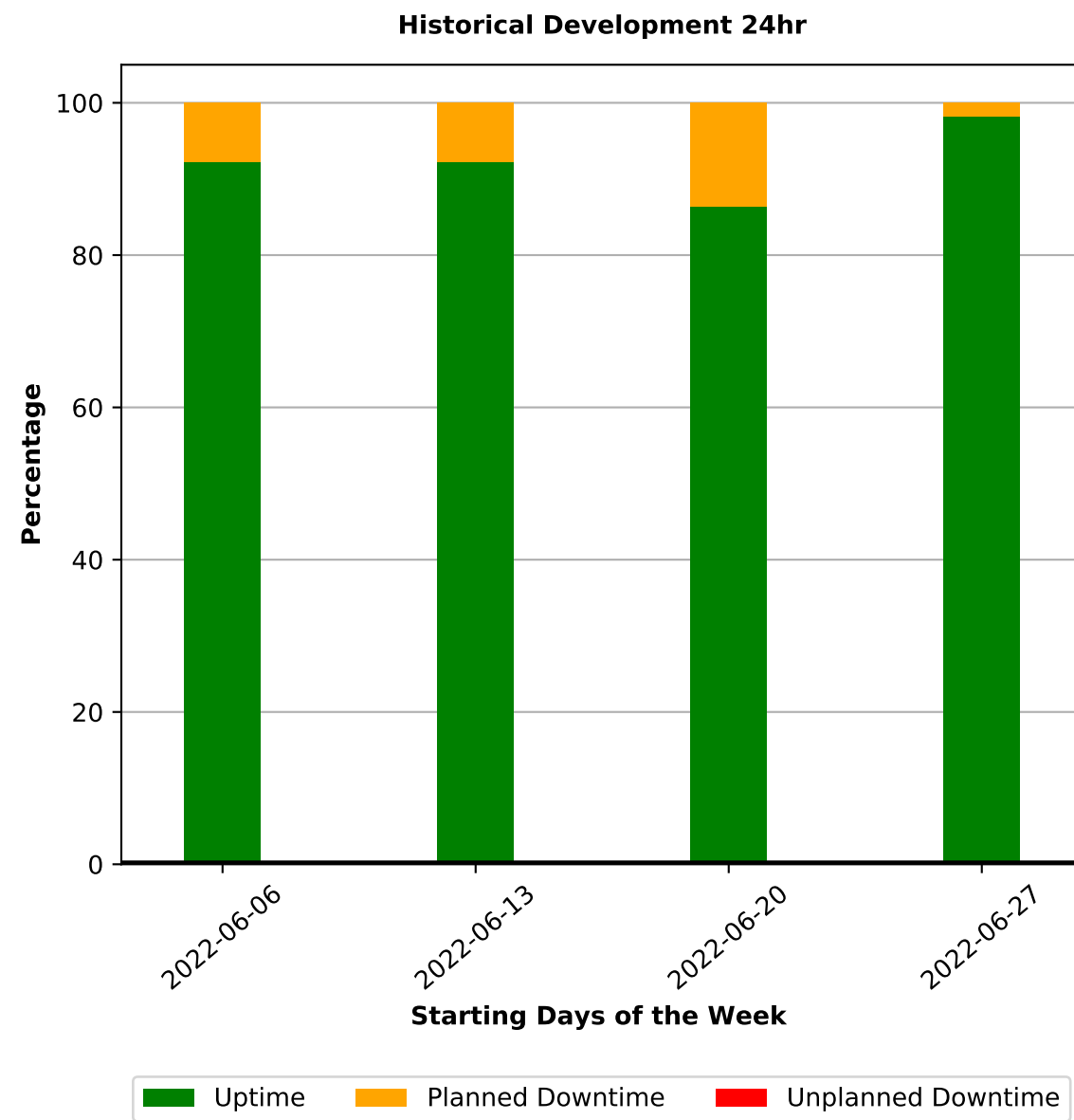
Clone UAT Unplanned Downtime
TFA upgrade to all Oracle database servers, Impact: 5 min outage to servers with OS watcher
* Firewall upgrade change was blocking the ability for multifactor authentication to reach the cloud vendor to send text messages.

Development Planned Downtime
MainFrame Non-production environments are being migrated to an upgraded processor, Impact: All non-production environments will be unavailable.

Clone Pre Prod Planned Downtime
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.
* Outage12

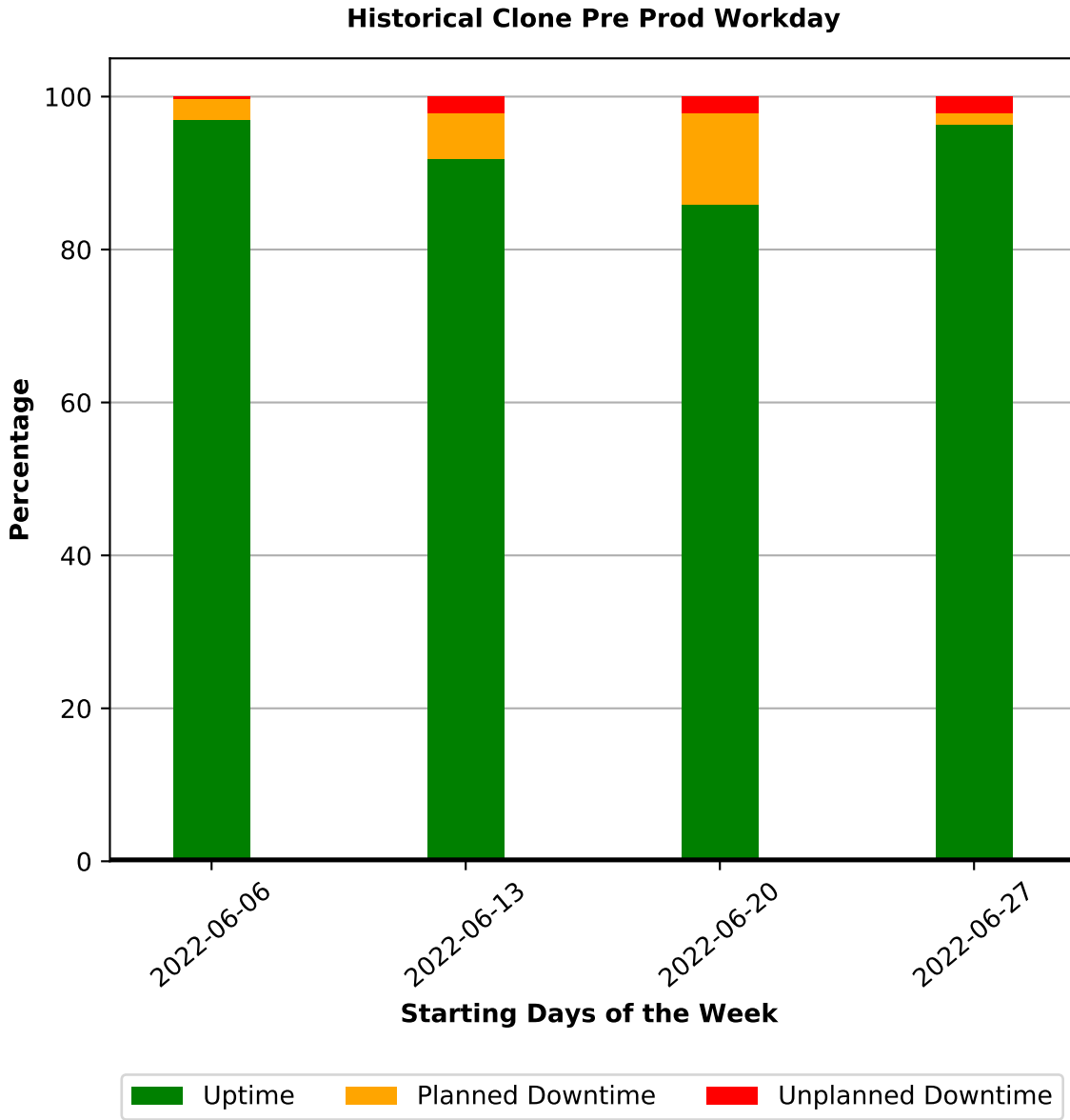
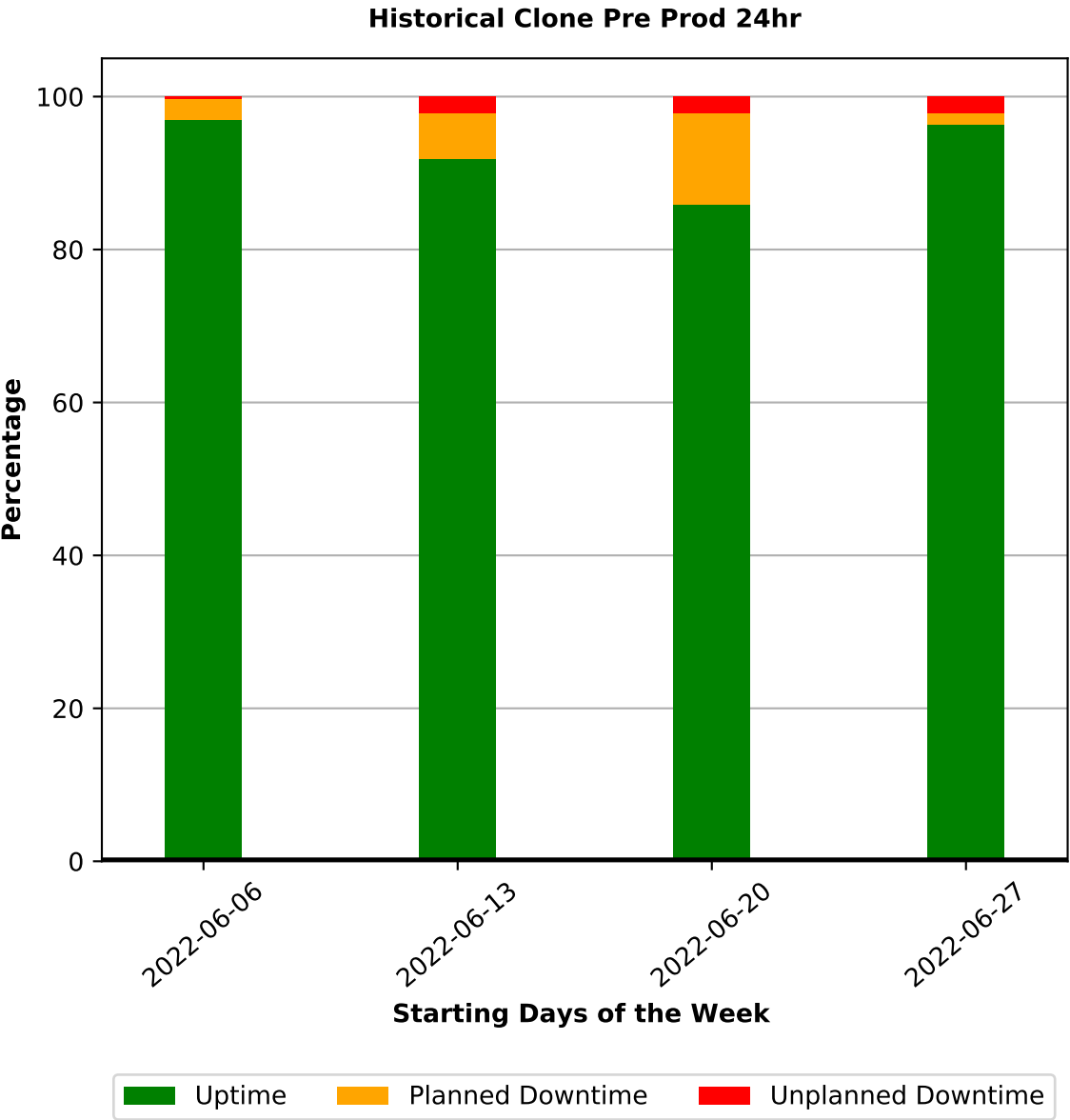
Clone UAT Planned Downtime
TFA upgrade to all Oracle database servers, Impact: 5 min outage to servers with OS watcher
* Firewall upgrade change was blocking the ability for multifactor authentication to reach the cloud vendor to send text messages.
* MainFrame Non-production environments are being migrated to an upgraded processor, Impact: All non-production environments will be unavailable.

Historical Environment Availability : Development



Development Unplanned Downtime

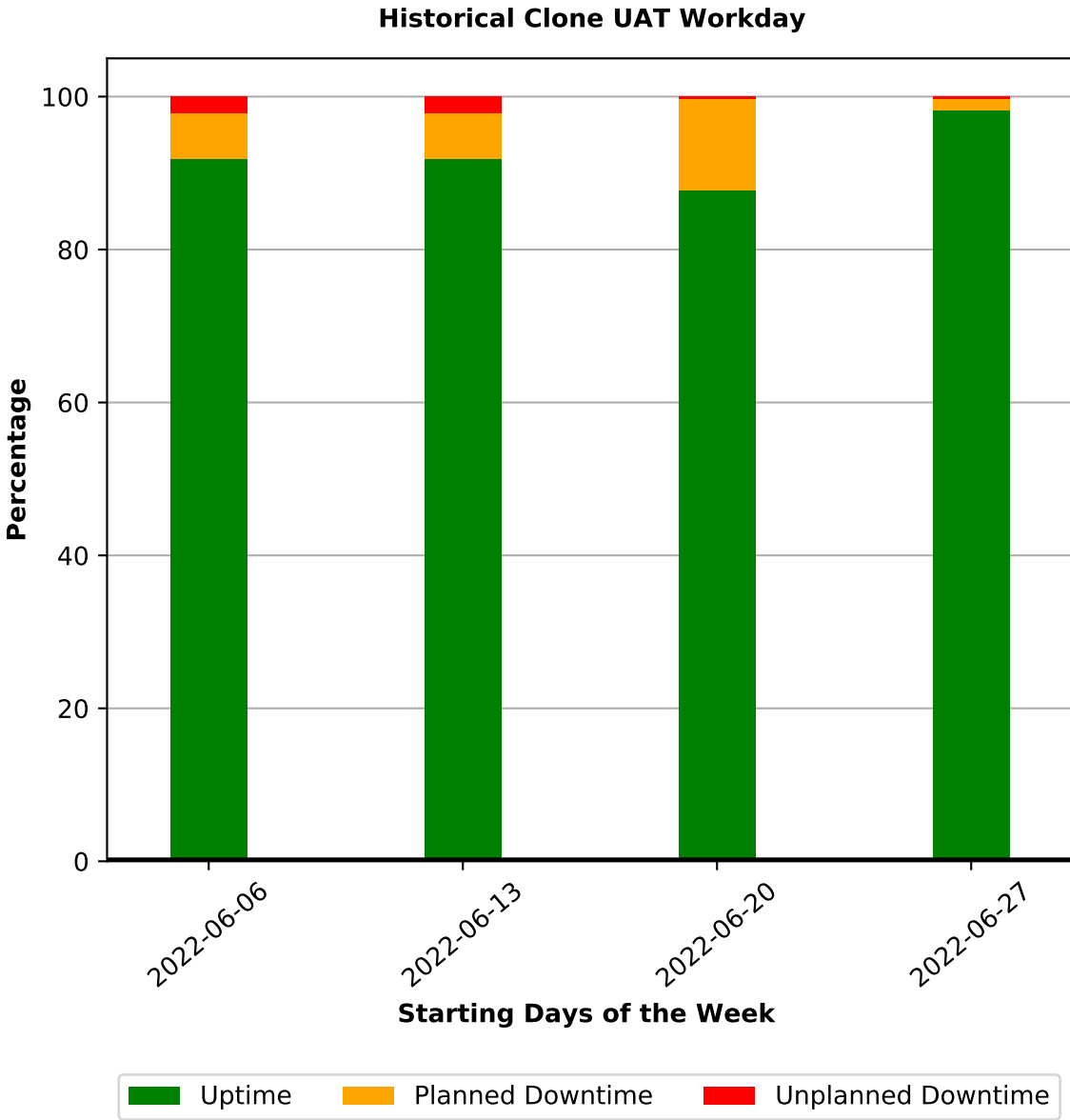
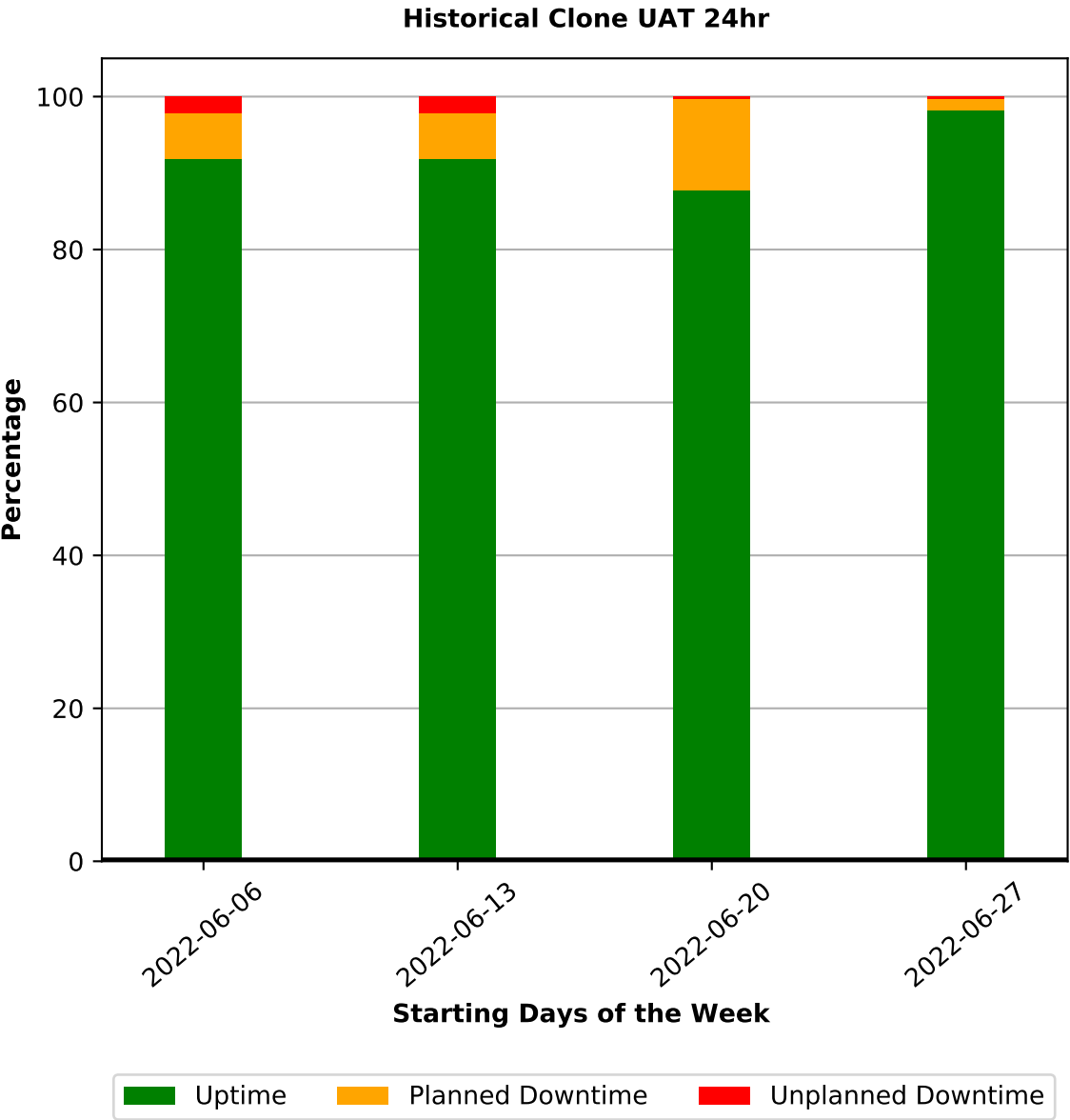
Historical Environment Availability : Clone Pre Prod



Clone Pre Prod Unplanned Downtime

- 2022 – 06 – 06 :**
- * 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 – 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.