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| 06-07-2021 12:03:02 - Gordon McKean (Work notes) #userchasing1  user called up as this is now very urgent  06-07-2021 08:16:02 - Daniel Robinson (Work notes) From: Jessica Glenn <Jessica.Glenn@thephoenixgroup.com>  Sent: 06 July 2021 08:10 To: Service Desk <Service.Desk@thephoenixgroup.com> Cc: Production Admin Team <ProductionAdminTeam@thephoenixgroup.com> Subject: New Incident: Files failed to move location using MoveIt  Morning All,   Yesterday we had the Q2 ESG files delivered to Prod Admin by the ESG team using their standard practise of creating the files needed and adding them to the R drive (R:\reporting\MG-ALFA\Production Team\ESG Team\ESG\_Cloud\_Inputs\_and\_Outputs\P1\esg\_input\202106). These files should then automatically move to the S Drive location (S:\prod-94\actuarial\ic\raw\_files\esg\_data\esg\_input\202106) which has failed.  We're unable to create the required Scenario files due to this failure, is it possible for someone to look at the MoveIt rules and ensure everything is working as expected please? There were files added to the location in the morning of 5th July just after 10am which have moved successfully but the later files have failed and are needed urgently for Q2 Reporting.  Many Thanks,  Jess     Jessica Glenn | Production Administration Co-ordinator office: +442035679135 | email: jessica.glenn@thephoenixgroup.com P Please help save the environment, print only if necessary. |
| 06-07-2021 16:54:35 - Gavin Jaigopaul (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 06 July 2021 16:42 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 94956 || INC4134012 - New Incident: XSG Workflows failing to produce scenario files - P1 6th July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 94956 Summary: INC4134012 - New Incident: XSG Workflows failing to produce scenario files - P1 6th July 2021 Date Created: Jul 6, 15:19 UTC Customer Reference #:  Priority: High Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (94956) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 6, 2021, 15:41 UTC  Hi Gareth,   No problem and thank you for advising, we'll proceed to mark this ticket as resolved.   Please reach out if any Milliman assistance is found to still be required.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  06-07-2021 16:52:47 - Gavin Jaigopaul (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 06 July 2021 16:38 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 94956 || INC4134012 - New Incident: XSG Workflows failing to produce scenario files - P1 6th July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 94956 Summary: INC4134012 - New Incident: XSG Workflows failing to produce scenario files - P1 6th July 2021 Date Created: Jul 6, 15:19 UTC Customer Reference #:  Priority: High Agent:  Dear PhoenixIT PhoenixIT Your request (94956) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Jul 6, 2021, 15:37 UTC  Hi Ishwar   I’ve been looking into this since the ticket was raised and I believe the format of the Phoenix Inputs package is wrong (the ESGXss file). The top level folder in the Zip package should be Phoenix Inputs but that’s not been done. I’ve let our ESG Team know and I suggest we stop your investigation and close this ticket.   Apologies for the time taken on this ticket.   Thanks Gareth      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 06 July 2021 16:34 Cc: Jessica Glenn <Jessica.Glenn@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4134012 - New Incident: XSG Workflows failing to produce scenario files - P1 6th July 2021   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  06-07-2021 16:52:15 - Gavin Jaigopaul (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 06 July 2021 16:34 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 94956 || INC4134012 - New Incident: XSG Workflows failing to produce scenario files - P1 6th July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 94956 Summary: INC4134012 - New Incident: XSG Workflows failing to produce scenario files - P1 6th July 2021 Date Created: Jul 6, 15:19 UTC Customer Reference #:  Priority: High Agent:  Dear PhoenixIT PhoenixIT Your request (94956) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 6, 2021, 15:33 UTC  Hi Jessica,  We are looking into this and will provide an update following our review. In the meantime to aid our investigation, could you please provide a link to a previous comparable workflow run where this step was successful?   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  06-07-2021 16:25:52 - Gavin Jaigopaul (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 06 July 2021 16:24 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 94956 || INC4134012 - New Incident: XSG Workflows failing to produce scenario files - P1 6th July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 94956 Summary: INC4134012 - New Incident: XSG Workflows failing to produce scenario files - P1 6th July 2021 Date Created: Jul 6, 15:19 UTC Customer Reference #:  Priority: High Agent:  Dear PhoenixIT PhoenixIT Your request (94956) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 6, 2021, 15:23 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Financial Projections (https://p1.mgalfacloud.com)  Severity: This incident is being logged with a severity level of 2  Issue Description: Four XSG workflows have been started to create the necessary ess files for the Production workspaces required ahead of tomorrow. Each workspace has now failed with the same type of error message Could not find a part of the path 'C:\user\tasks\workitems\SXD\_1b5e2091-a79d-4771-a441-dba9bbefa2a7\job-1\C1\wd\wd\worker\_single\Phoenix inputs'.  The inputs are all in the standard location and have been found when searching for dependencies. Are you able to confirm which file the workflows have failed to find so we can rectify?  Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  06-07-2021 16:24:26 - Gavin Jaigopaul (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 06 July 2021 16:19 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] Request received Ticket ID: 94956  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 94956 Summary: INC4134012 - New Incident: XSG Workflows failing to produce scenario files - P1 6th July 2021 Date Created: Jul 6, 15:19 UTC Customer Reference #:  Thank you for contacting the Milliman Life Technology Solutions Cloud Services Support Desk. This email confirms that your incident has been received. To add detail to this incident, simply reply to this message (without changing the subject line).  To contact the service desk or to raise the priority of this ticket, please contact the service desk at +44 02036080105 or +1 888-600-8188 Please note that the Milliman Service Desk is monitored from Monday to Friday from 8AM to 6PM GMT, excluding holidays.  [3LXQMM-O9W9]  06-07-2021 16:19:24 - Gavin Jaigopaul (Work notes) From: Service Desk  Sent: 06 July 2021 16:19 To: 'Milliman Support' <support@integrate-solutions.com> Subject: INC4134012 - New Incident: XSG Workflows failing to produce scenario files - P1 6th July 2021  Good afternoon Team,    Please may an Incident be raised for the below?    Thank you, Gavin     Gavin Jaigopaul | Service Desk Analyst office: +442035679086 | email: gavin.jaigopaul@thephoenixgroup.com P Please help save the environment, print only if necessary. |
| 09-07-2021 12:33:02 - Kieran Bramwell (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 09 July 2021 12:31 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95020 Summary: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021 Date Created: Jul 8, 01:41 BST Agent: Ishwar Johal Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95020 You are registered as a CC on this support request (95020). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Ishwar Johal (Milliman LTS Support)  Jul 9, 2021, 12:30 GMT+1  Hi Gareth,   These have now been cancelled.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  09-07-2021 12:32:13 - Kieran Bramwell (Work notes) From: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>  Sent: 09 July 2021 12:22 To: 'Milliman Support' <support@integrate-solutions.com> Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021  Thanks, you’re right I can’t cancel them.  Please cancel the following:  https://idm-p1.mgalfacloud.com/#/etljob/p1-production%7C%7Ca04aa080-d883-4b0d-a4f1-66395a7fe6c6 https://idm-p1.mgalfacloud.com/#/etljob/p1-production%7C%7Caecc3357-d2f8-44c3-a138-953b126afa1f     Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com  09-07-2021 12:31:21 - Kieran Bramwell (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 09 July 2021 12:19 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95020 Summary: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021 Date Created: Jul 8, 01:41 BST Agent: Ishwar Johal Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95020 You are registered as a CC on this support request (95020). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Ishwar Johal (Milliman LTS Support)  Jul 9, 2021, 12:18 GMT+1  Hi Gareth,   Yes please feel free to cancel the jobs.   If you're unable to cancel these from your side as they may not have initialized fully, please share the URLs for the jobs and we can force cancel those for you.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  09-07-2021 12:18:49 - Kieran Bramwell (Work notes) From: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>  Sent: 09 July 2021 12:14 To: 'Milliman Support' <support@integrate-solutions.com> Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021  Hi Ishwar,  Are we free to cancel the jobs that were originally affected by this issue, without compromising the root cause analysis?  Thanks Gareth     Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com  08-07-2021 17:20:48 - Gavin Jaigopaul (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 17:03 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95022 Summary: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021 Date Created: Jul 8, 02:54 BST Agent: Vishal Tween Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95022 You are registered as a CC on this support request (95022). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Ishwar Johal (Milliman LTS Support)  Jul 8, 2021, 17:02 GMT+1  Hi Gareth,  To provide an update, our service provider has confirmed full mitigation was rolled out.   We will continue to monitor for any issues and work with our provider to provide full root cause analysis as soon as possible.   Thank you for your patience and apologies for this has impact caused.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  08-07-2021 14:13:29 - Gavin Jaigopaul (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 14:11 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95022 Summary: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021 Date Created: Jul 8, 02:54 BST Agent: Vishal Tween Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95022 You are registered as a CC on this support request (95022). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Ishwar Johal (Milliman LTS Support)  Jul 8, 2021, 14:10 GMT+1  Thanks Gareth,   We are monitoring the start up of the associated cluster for any issues.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  08-07-2021 14:13:06 - Gavin Jaigopaul (Work notes) From: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>  Sent: 08 July 2021 14:07 To: 'Milliman Support' <support@integrate-solutions.com> Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021  Thanks Ishwar  The jobs have been re-submitted:  Step 1: https://idm-b1.mgalfacloud.com/#/etljob/b1-preproduction%7C%7C4ca31914-6014-4ca3-937f-cfc53562d534 Step 2: https://idm-b1.mgalfacloud.com/#/etljob/b1-preproduction%7C%7Cbc84c908-2985-4e68-8586-1dfa28028420 Step 3: https://idm-b1.mgalfacloud.com/#/etljob/b1-preproduction%7C%7C606054db-b55a-437d-869d-1514d956ceb1 Step 5: https://idm-b1.mgalfacloud.com/#/etljob/b1-preproduction%7C%7C5c6064b5-feb8-4be0-8ece-bdf507818694  Now that we have the clusters running in P1 and we are able to allocate jobs to them, this ticket is our highest priority.  Thanks Gareth     Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  08-07-2021 14:04:30 - Daniel Robinson (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 13:56 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95020 Summary: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021 Date Created: Jul 8, 01:41 BST Agent: Vishal Tween Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95020 You are registered as a CC on this support request (95020). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Ishwar Johal (Milliman LTS Support)  Jul 8, 2021, 13:56 GMT+1  Hi Gareth,   A second cluster(Milliman Smoke Test 2) has now also successfully been started in the P1 environment that is available for use too. Please feel free to also use this cluster for any pending jobs whilst we continue to work with our provider to confirm full mitigation has been applied.   Please let us know if you have any questions.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  08-07-2021 12:37:19 - Kieran Bramwell (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 12:37 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95020 Summary: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021 Date Created: Jul 8, 01:41 BST Agent: Vishal Tween Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95020 You are registered as a CC on this support request (95020). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Vishal Tween (Milliman LTS Support)  Jul 8, 2021, 12:36 GMT+1  Hi Gareth,  Thanks for that.  I can see that the Step1 has successfully deployed its back end resources and tasks are already processing and completing.  We will keep an eye on this and are placing our previously used "keep alive" scripts on the clusters we can start, to try and keep them available for Phx.  We will send more updates as we progress.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  08-07-2021 12:34:02 - Kieran Bramwell (Work notes) From: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>  Sent: 08 July 2021 12:27 To: 'Milliman Support' <support@integrate-solutions.com> Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021  Thanks Vishal  I’ve started a new workflow using the ETL refs that allow allocation to a cluster.  The new URLs for the ETL jobs are:  Step 1: https://idm-p1.mgalfacloud.com/#/etljob/p1-production%7C%7C9049d384-a8ae-4f15-852f-8874537f76bb Step 2: https://idm-p1.mgalfacloud.com/#/etljob/p1-production%7C%7C2b405bb0-9f3a-4585-b6a5-a7e7287e9cdf Step 3: https://idm-p1.mgalfacloud.com/#/etljob/p1-production%7C%7Ca9239bf4-dd9f-4ae5-9f1a-3b5bb289b8d6 Step 5: https://idm-p1.mgalfacloud.com/#/etljob/p1-production%7C%7C4366a313-9308-4e94-a705-862e0ce6b391  I’ve submitted Step 1 to the Milliman Smoke Test cluster.     Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com  08-07-2021 12:16:20 - Kieran Bramwell (Work notes) Ignore last note.  08-07-2021 12:16:09 - Kieran Bramwell (Work notes) From: ESP Auto Notification <ESPAutoNotification@diligenta.co.uk>  Sent: 08 July 2021 12:15 To: service\_desk@standardlife.com Subject: Your Ticket 10371330 has been Closed.  \*\*\* Please do not reply to this mail, as this is generated from an automated system\*\*\*  Your ticket with Service Desk 10371330 has been closed.  Description: New ITR # 10372999   Regards IT Helpdesk Email: service.desk@diligenta.co.uk  08-07-2021 12:15:37 - Kieran Bramwell (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 12:10 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95022 Summary: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021 Date Created: Jul 8, 02:54 BST Agent: Vishal Tween Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95022 You are registered as a CC on this support request (95022). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Vishal Tween (Milliman LTS Support)  Jul 8, 2021, 12:09 GMT+1  Good morning Gareth and team,  As updated in the P1 ticket (#95020), we are working to create a cluster in B1 following the successful creation in P1.  We will provide an update on the progress of the B1 cluster as we progress.  Kind regards. Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  08-07-2021 11:52:07 - Kieran Bramwell (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 11:23 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95020 Summary: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021 Date Created: Jul 8, 01:41 BST Agent: Vishal Tween Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95020 You are registered as a CC on this support request (95020). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Vishal Tween (Milliman LTS Support)  Jul 8, 2021, 11:23 GMT+1  Hi Gareth and team,  As an update, we are still working with Microsoft to mitigate this issue, and will provide further updates in one hour or as events warrant.  We apologise for this delay and are actively looking into efforts to work around this outage whilst it is being investigated.   Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  08-07-2021 11:51:57 - Kieran Bramwell (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 11:23 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95022 Summary: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021 Date Created: Jul 8, 02:54 BST Agent: Vishal Tween Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95022 You are registered as a CC on this support request (95022). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Vishal Tween (Milliman LTS Support)  Jul 8, 2021, 11:23 GMT+1  Hi Gareth and team,  As an update, we are still working with Microsoft to mitigate this issue, and will provide further updates in one hour or as events warrant.  We apologise for this delay and are actively looking into efforts to work around this outage whilst it is being investigated.   Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  08-07-2021 11:16:28 - Kieran Bramwell (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 10:36 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95020 Summary: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021 Date Created: Jul 8, 01:41 BST Agent: Vishal Tween Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95020 You are registered as a CC on this support request (95020). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Vishal Tween (Milliman LTS Support)  Jul 8, 2021, 10:35 GMT+1  Hi Gareth and team,  As an update, we are still working with Microsoft to mitigate this issue, and will provide further updates in one hour or as events warrant.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  08-07-2021 11:16:16 - Kieran Bramwell (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 10:35 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95022 Summary: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021 Date Created: Jul 8, 02:54 BST Agent: Vishal Tween Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95022 You are registered as a CC on this support request (95022). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Vishal Tween (Milliman LTS Support)  Jul 8, 2021, 10:35 GMT+1  Hi Gareth and team,  As an update, we are still working with Microsoft to mitigate this issue, and will provide further updates in one hour or as events warrant.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  08-07-2021 11:11:30 - Kieran Bramwell (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 10:08 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95020 Summary: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021 Date Created: Jul 8, 01:41 BST Agent: Vishal Tween Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95020 You are registered as a CC on this support request (95020). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Vishal Tween (Milliman LTS Support)  Jul 8, 2021, 10:08 GMT+1  Hi Gareth,  Yes, submitting jobs to Compute will be fine. We have taken the proactive approach of pausing the North Europe grid units and provide a temporary EP in their place.  In regards to P1 IDM, we are attempting to scale up the already running cluster "IFP Job b4f1c090-ffc0-466a-baed-7c6abfff3f59", which if successful, we maybe able to suggest using to unblock Phoenix.   We therefore ask that Phoenix does not stop this cluster, but also, that you do not submit runs to it until we have confirmed it is ready to do so.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  08-07-2021 09:55:52 - Daniel Robinson (Work notes) From: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>  Sent: 08 July 2021 09:55 To: 'Milliman Support' <support@integrate-solutions.com> Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021  Thanks Vishal  Can we safely submit jobs to P1-prd Compute (there is further scenario file production to do today that uses Compute)?     Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  08-07-2021 09:44:16 - Daniel Robinson (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 09:28 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95020 Summary: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021 Date Created: Jul 8, 01:41 BST Agent: Vishal Tween Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95020 You are registered as a CC on this support request (95020). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Vishal Tween (Milliman LTS Support)  Jul 8, 2021, 9:27 GMT+1  Hi Gareth,  Apologies for not making the update by 09:15.  The latest status of this incident is that Microsoft are working on this as a top priority and have multiple parallel streams of teams investigating all avenues of mitigation. We are currently working closely with them but at this stage cannot provide a firm ETA for resolution.  We apologise for the impact this incident is causing and will continue to work with our service provider and provide updates as we progress.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  08-07-2021 08:59:31 - Daniel Robinson (Work notes) From: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>  Sent: 08 July 2021 08:57 To: 'Milliman Support' <support@integrate-solutions.com> Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021  Hi Vishal,  Can I get an update on the latest status of this ticket by 0915 please? I will be attending our daily issues call then and discussing our options.  Thanks Gareth     Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  08-07-2021 08:12:52 - Daniel Robinson (Work notes) From: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>  Sent: 08 July 2021 08:09 To: 'Milliman Support' <support@integrate-solutions.com> Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021  Morning Vishal,  Thanks for the update. We’re back online now should any jobs need to be re-submitted.  Thanks Gareth     Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  08-07-2021 07:48:25 - Daniel Robinson (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 07:43 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95020 Summary: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021 Date Created: Jul 8, 01:41 BST Agent:  Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95020 You are registered as a CC on this support request (95020). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Vishal Tween (Milliman LTS Support)  Jul 8, 2021, 7:42 GMT+1  Hi Gareth,  As a further update, we are still working with our service provider on a top severity ticket to mitigate this issue.  As a precaution, we have also re-injected the two Compute jobs in P1 that were running. They are now running on the temporary grid we have placed in Compute under job IDs 41647 and 10c00.  If you have any further queries or concerns whilst we work to mitigate this issue, please feel free to reach out.   Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  08-07-2021 07:25:25 - Daniel Robinson (Work notes) From: Dane Boulton (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 04:40 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95020 Summary: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021 Date Created: Jul 8, 00:41 UTC Agent:  Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95020 You are registered as a CC on this support request (95020). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Dane Boulton (Milliman LTS Support)  Jul 8, 2021, 3:39 UTC  Hi Gareth,  There is currently an outage affecting compute resources in North Europe, Microsoft is investigating and we do not have an ETA on a resolution yet. The new cluster hasnt had any failures yet so there is a chance that it will recover on its own once the outage is mitigated. We will keep monitoring and update you once we have more information.  Regards, Dane Boulton Operations Specialist Milliman support@integrate-solutions.com  08-07-2021 07:24:56 - Daniel Robinson (Work notes) From: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>  Sent: 08 July 2021 03:07 To: 'Milliman Support' <support@integrate-solutions.com> Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021  You should have all the information you need now hopefully. I’m going to get some sleep rather than wait for periodic updates so you won’t hear from me for a few hours. Thanks again for the support.     Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  08-07-2021 07:22:30 - Daniel Robinson (Work notes) From: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>  Sent: 08 July 2021 02:49 To: 'Milliman Support' <support@integrate-solutions.com> Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: NEW INCIDENT: P1 ETL job HDInsight cluster not starting – 8 July 2021  Thanks Dane  In P1 we now have two Step 1 ETL jobs and we need one of them to complete, allowing step 2, 3, and 5 to follow. Steps 2, 3, 5 are visible in the job list but for clarity:  Initial run Step 1 = https://idm-p1.mgalfacloud.com/#/etljob/p1-production%7C%7Ca04aa080-d883-4b0d-a4f1-66395a7fe6c6 Step 2 = https://idm-p1.mgalfacloud.com/#/etljob/p1-production%7C%7Ca252572c-b865-45ae-828d-53b648624caf Step 3 = https://idm-p1.mgalfacloud.com/#/etljob/p1-production%7C%7C662d2bf9-4ae7-4b35-b557-d7518e4a7c31 Step 5 = https://idm-p1.mgalfacloud.com/#/etljob/p1-production%7C%7C1b419e0d-9fa4-4a75-8780-c6350224532c  Re-run Step 1 = https://idm-p1.mgalfacloud.com/#/etljob/p1-production%7C%7Caecc3357-d2f8-44c3-a138-953b126afa1f Step 2 = https://idm-p1.mgalfacloud.com/#/etljob/p1-production%7C%7Ce700ec88-3dce-4a80-81e6-7dff6a571038 Step 3 = https://idm-p1.mgalfacloud.com/#/etljob/p1-production%7C%7C4c0d6004-5bfb-4ba5-8d38-678905658bcb Step 5 = https://idm-p1.mgalfacloud.com/#/etljob/p1-production%7C%7C92de5008-fa15-4bdc-ac82-e0f3a30a6280  I’m always wary about running multiple jobs on the same data mart so we either want the initial run or the re-run to complete, but not both.  I’m going to raise another ticket now for B1 so that it’s officially logged.     Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  08-07-2021 07:22:18 - Daniel Robinson (Work notes) From: Dane Boulton (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 02:43 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support ... |
| 09-07-2021 12:32:46 - Kieran Bramwell (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 09 July 2021 12:31 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95022 Summary: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021 Date Created: Jul 8, 02:54 BST Agent: Ishwar Johal Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95022 You are registered as a CC on this support request (95022). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Ishwar Johal (Milliman LTS Support)  Jul 9, 2021, 12:30 GMT+1  Hi Gareth,   This job has been cancelled too.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  09-07-2021 12:32:34 - Kieran Bramwell (Work notes) From: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>  Sent: 09 July 2021 12:23 To: 'Milliman Support' <support@integrate-solutions.com> Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021  Hi Ishwar  Similar to P1, please force cancel this job which was impacted by the original issue: https://idm-b1.mgalfacloud.com/#/etljob/b1-preproduction%7C%7Cfc6f0031-02c7-4e6a-84ab-1adad6c5717d  Thanks Gareth     Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com  08-07-2021 14:02:52 - Daniel Robinson (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 13:51 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95022 Summary: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021 Date Created: Jul 8, 02:54 BST Agent: Vishal Tween Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95022 You are registered as a CC on this support request (95022). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Ishwar Johal (Milliman LTS Support)  Jul 8, 2021, 13:51 GMT+1  Hi Gareth,  We have seen successful cluster start ups in our manual creation of a cluster in B1, following an update from our service provider that mitigation is being rolled out.   Could we please request for you to retry a job submission via the normal method using a auto-start cluster to confirm if this is now also successful?   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  08-07-2021 12:34:31 - Kieran Bramwell (Work notes) From: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>  Sent: 08 July 2021 12:30 To: 'Milliman Support' <support@integrate-solutions.com> Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021  As far as I can tell, the version of the IDM script in use in B1 no longer includes versions of the ETL processes that allow us to allocate the job to a cluster manually. We’re using IDM\_Output\_2021.RB\_V03.     Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com  08-07-2021 07:25:53 - Daniel Robinson (Work notes) From: Dane Boulton (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 04:42 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95022 Summary: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021 Date Created: Jul 8, 01:54 UTC Agent:  Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95022 You are registered as a CC on this support request (95022). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Dane Boulton (Milliman LTS Support)  Jul 8, 2021, 3:41 UTC  Hi Gareth,  As mentioned in the P1 ticket the outage is also affecting B1. The cluster in B1 has had failures and might not recover. We will keep you updated just as soon as we know more.  Regards, Dane Boulton Operations Specialist Milliman support@integrate-solutions.com  08-07-2021 07:23:58 - Daniel Robinson (Work notes) From: Dane Boulton (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 03:23 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95022 Summary: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021 Date Created: Jul 8, 01:54 UTC Agent:  Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95022 You are registered as a CC on this support request (95022). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Dane Boulton (Milliman LTS Support)  Jul 8, 2021, 2:22 UTC  hank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Data Management https://idm-p1.mgalfacloud.com  Severity: This incident is being logged with a severity level of 2.  Issue Description: https://idm-b1.mgalfacloud.com/#/etljob/b1-preproduction%7C%7Cfc6f0031-02c7-4e6a-84ab-1adad6c5717d  The above ETL has so far failed to start executing because the HDInsight cluster hasn’t stated. This job is showing similar symptoms to that logged on Milliman ticket 95020 (which relates to an equivalent job in P1). I’m raising this ticket to keep the issues separately logged. At this stage the job hasn’t exceeded the re-try limit.  Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com. Dane Boulton Operations Specialist Milliman support@integrate-solutions.com  08-07-2021 07:23:28 - Daniel Robinson (Work notes) From: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>  Sent: 08 July 2021 02:54 To: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Cloud Support (support@integrate-solutions.com) <support@integrate-solutions.com> Cc: zMG-ALFA Operations Team (zMG-Alfa.operations.team@milliman.com) <zMG-Alfa.operations.team@milliman.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021  Hi,  I'd like to raise a new MG-ALFA service request ticket, to be followed up with a Phoenix ticket reference when the Phoenix Service Desk opens.  ---------------------  Summary: A Step1\_FCMLoad ETL job in B1 hasn't started executing in over 1 hour due to the HDInsight cluster not starting  Environment: B1 IDM  Severity: 2  Reporting period: 06/2021  Valuation activity: Yes  Workflow affected: 2021Q2\_Valn\_2021.RB\_03\_20210707\_Base\_S0003 (https://b1.mgalfacloud.com/Workflow/WorkflowDetails?workflowId=f064c715aae24e2c8483c27dac643db7)  ETL Job affected: https://idm-b1.mgalfacloud.com/#/etljob/b1-preproduction%7C%7Cfc6f0031-02c7-4e6a-84ab-1adad6c5717d  Data mart affected: GDSKey = 2021Q2\_2021.RB\_03\_VALN  Relevant inputs: N/a  Detailed description: The above ETL has so far failed to start executing because the HDInsight cluster hasn't stated. This job is showing similar symptoms to that logged on Milliman ticket 95020 (which relates to an equivalent job in P1). I'm raising this ticket to keep the issues separately logged. At this stage the job hasn't exceeded the re-try limit.  Attachments added: None  ---------------------  Kind regards, Gareth     Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary. |
| 13-07-2021 12:41:56 - Daniel Smith (Work notes) Ticket ID: 95024 Summary: INC4135604: NEW INCIDENT: Job d3e40 in B1 Compute stalled during processing – 8 July 2021 Date Created: Jul 8, 07:07 UTC Customer Reference #:  Priority: High Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95024) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 13, 2021, 10:57 UTC  Good morning Gareth,  As advised last week, unfortunately the original run did go onto complete without intervention, which resulted in the underlying resources being deallocated before we could investigate with our service provider.  They confirmed the behaviour was indicative of a fault node, however, we are unable to gather sufficient evidence to provide an exact root cause.  We apologise for the delay this caused Phoenix.  I will proceed to mark this ticket as resolved, pending closure in 7 days unless you have any concerns or queries.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  08-07-2021 11:12:34 - Kieran Bramwell (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 10:27 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95024 || INC4135604: NEW INCIDENT: Job d3e40 in B1 Compute stalled during processing – 8 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95024 Summary: INC4135604: NEW INCIDENT: Job d3e40 in B1 Compute stalled during processing – 8 July 2021 Date Created: Jul 8, 07:07 UTC Customer Reference #:  Priority: High Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95024) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 8, 2021, 9:27 UTC  Hi Gareth and team,  I can confirm that the re-run has completed.  Unfortunately, the original run completed without Milliman intervention. I did raise the incident with our service provider after re-injection however, so they may have been able to grab diagnostic data before the node was lost.  I will keep this ticket on hold pending updates on the investigations into the original job.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  08-07-2021 09:44:39 - Daniel Robinson (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 09:31 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95022 Summary: NEW INCIDENT: B1 ETL job HDInsight cluster not starting – 8 July 2021 Date Created: Jul 8, 02:54 BST Agent: Vishal Tween Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95022 You are registered as a CC on this support request (95022). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Vishal Tween (Milliman LTS Support)  Jul 8, 2021, 9:31 GMT+1  Hi Gareth,  As advised on the P1 ticket, the latest status of this incident is that Microsoft are working on this as a top priority and have multiple parallel streams of teams investigating all avenues of mitigation. We are currently working closely with them but at this stage cannot provide a firm ETA for resolution.  We apologise for the impact this incident is causing and will continue to work with our service provider and provide updates as we progress.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  08-07-2021 08:26:36 - Daniel Robinson (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 08:23 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95024 || INC4135604: NEW INCIDENT: Job d3e40 in B1 Compute stalled during processing – 8 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95024 Summary: INC4135604: NEW INCIDENT: Job d3e40 in B1 Compute stalled during processing – 8 July 2021 Date Created: Jul 8, 07:07 UTC Customer Reference #:  Priority: High Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95024) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 8, 2021, 7:23 UTC  Hi Gareth,  Thanks for advising.  The job has been re-injected and the new job is: https://b1-pre.mgalfacompute.com/JobInfo/Details/3277f2c2-80a9-42e7-9764-388a8b1ac932   We will attempt to preserve the original job for investigation.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  08-07-2021 08:22:40 - Daniel Robinson (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 08:20 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95024 || INC4135604: NEW INCIDENT: Job d3e40 in B1 Compute stalled during processing – 8 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95024 Summary: INC4135604: NEW INCIDENT: Job d3e40 in B1 Compute stalled during processing – 8 July 2021 Date Created: Jul 8, 07:07 UTC Customer Reference #:  Priority: High Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95024) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Jul 8, 2021, 7:19 UTC  Hi Vishal   Please re-inject the job and attempt to preserve this job for investigation.   Thanks Gareth      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  08-07-2021 08:22:23 - Daniel Robinson (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 08:17 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95024 || INC4135604: NEW INCIDENT: Job d3e40 in B1 Compute stalled during processing – 8 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95024 Summary: INC4135604: NEW INCIDENT: Job d3e40 in B1 Compute stalled during processing – 8 July 2021 Date Created: Jul 8, 07:07 UTC Customer Reference #:  Priority: High Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95024) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 8, 2021, 7:16 UTC  Hi Gareth,  It looks like all 8 remaining tasks have been assigned to the same node, indicating a node issue causing the delay.  Would you like us to re-inject the job and attempt to preserve this job for investigation, or would you prefer us to unblock it now?  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  08-07-2021 08:13:16 - Daniel Robinson (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 08 July 2021 08:13 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95024 || INC4135604: NEW INCIDENT: Job d3e40 in B1 Compute stalled during processing – 8 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95024 Summary: INC4135604: NEW INCIDENT: Job d3e40 in B1 Compute stalled during processing – 8 July 2021 Date Created: Jul 8, 07:07 UTC Customer Reference #:  Priority: High Agent:  Dear PhoenixIT PhoenixIT Your request (95024) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 8, 2021, 7:12 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • MG-ALFA Compute for Azure (https://b1-pre.mgalfacompute.com/)   Severity: This incident is being logged with a severity level of 2.  Workspace affected:  2021Q2\_Valn\_S2P1\_BaseNoAssetsVA\_SLGSM\_20210707\_R0013 (https://b1.mgalfacloud.com/Workspace/Details?workspaceId=9592287c892946e6bfbc85c2af74ef38)   Jobstep affected:  JS 079 (d3e40ccd-a2f5-4982-86dc-132bf2478f7a)  ETL job affected:  https://idm-b1.mgalfacloud.com/#/etljob/b1-preproduction%7C%7Cfc6f0031-02c7-4e6a-84ab-1adad6c5717d     Detailed description:  The above job should complete in around 30 minutes but is still processing after 8 hours. Please investigate. This is running on a gri unit in North Central US so this should be unrelated to the issues in North Europe. Those other incidents (95020 and 95022) are higher priority.  Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  08-07-2021 08:07:57 - Daniel Robinson (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 08 July 2021 08:07 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] Request received Ticket ID: 95024  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95024 Summary: INC4135604: NEW INCIDENT: Job d3e40 in B1 Compute stalled during processing – 8 July 2021 Date Created: Jul 8, 07:07 UTC Customer Reference #:  Thank you for contacting the Milliman Life Technology Solutions Cloud Services Support Desk. This email confirms that your incident has been received. To add detail to this incident, simply reply to this message (without changing the subject line).  To contact the service desk or to raise the priority of this ticket, please contact the service desk at +44 02036080105 or +1 888-600-8188 Please note that the Milliman Service Desk is monitored from Monday to Friday from 8AM to 6PM GMT, excluding holidays.  [3LXQOX-L9ZZ]  08-07-2021 08:07:12 - Daniel Robinson (Additional comments) From: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>  Sent: 08 July 2021 08:05 To: Service Desk <Service.Desk@thephoenixgroup.com> Cc: zMG-ALFA Operations Team (zMG-Alfa.operations.team@milliman.com) <zMG-Alfa.operations.team@milliman.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: NEW INCIDENT: Job d3e40 in B1 Compute stalled during processing – 8 July 2021  Hi,  I'd like to raise a new MG-ALFA service request ticket, to be referred to the Milliman Service Desk (copied in for information only at this stage, pending an incident ticket reference).  ---------------------  Summary: Job d3e40 is still processing around 8 hours after starting (should complete in less than an hour)  Environment: B1-pre  Severity: 2  Reporting period: 06/2021  Valuation activity: Yes  Workspace affected: 2021Q2\_Valn\_S2P1\_BaseNoAssetsVA\_SLGSM\_20210707\_R0013 (https://b1.mgalfacloud.com/Workspace/Details?workspaceId=9592287c892946e6bfbc85c2af74ef38)  Jobstep affected: JS 079 (d3e40ccd-a2f5-4982-86dc-132bf2478f7a)  ETL job affected: https://idm-b1.mgalfacloud.com/#/etljob/b1-preproduction%7C%7Cfc6f0031-02c7-4e6a-84ab-1adad6c5717d  Relevant inputs: N/a  Detailed description: The above job should complete in around 30 minutes but is still processing after 8 hours. Please investigate. This is running on a gri unit in North Central US so this should be unrelated to the issues in North Europe. Those other incidents (95020 and 95022) are higher priority.  Attachments added: None  ---------------------  Kind regards, Gareth    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Gareth Thomas | Reporting Manager | Life Finance Actuarial Reporting & Analysis Phoenix Group | 1 Wythall Green Way | Wythall | Birmingham | B47 6WG office: +442035679795 | email: gareth.thomas@thephoenixgroup.com \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ P Please help save the environment, print only if necessary. |
| 26-07-2021 09:35:20 - Carl James (Work notes) Caller attempted to re-open this closed incident via email. Notification sent to caller that closed incidents may not be re-opened  26-07-2021 09:35:20 - Carl James (Additional comments) reply from: Carl.James@thephoenixgroup.com  This incident has not yet been resolved. Please reopen thank you.    Ref:MSG51943889  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ This e-mail and any accompanying documents are confidential and access to it by anyone other than the intended recipient is unauthorised. If you have received it in error, firstly, we are sorry. Secondly, please notify us immediately by e-mail at administrator@thephoenixgroup.com<mailto:administrator@thephoenixgroup.com> and delete the e-mail. Thank you.  Whilst precautions have been taken to ensure that this e-mail and any attachment has been checked for viruses, we cannot guarantee that they are virus free and we cannot accept liability for any damage sustained as a result of software viruses. We would advise you to carry out your own virus checks, especially before opening an attachment.  Pearl Group Services Limited, no. 5549998 is authorised and regulated by the Financial Conduct Authority. Registered in England at 1 Wythall Green Way, Wythall, Birmingham B47 6WG.  Pearl Group Management Services Limited, no. 3588063 is authorised and regulated by the Financial Conduct Authority. Registered in England at 1 Wythall Green Way, Wythall, Birmingham B47 6WG.  Pearl Group Holdings (No. 1) Limited, no. 3524909 is registered in England at Juxon House, 100 St Paul's Churchyard, London EC4M 8BU.  Pearl Group Services Limited, Pearl Group Management Services Limited and Pearl Group Holdings (No.1) Limited are members of the Phoenix group of companies. www.thephoenixgroup.com<http://www.thephoenixgroup.com> \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  26-07-2021 09:35:20 - Carl James (Work notes) The caller did not feel that this issue was resolved  09-07-2021 13:58:56 - Samba Sene (Additional comments) Closing as per User s IM below  [‎09/‎07/‎2021 13:54] Jayan Mistry:  Hi [‎09/‎07/‎2021 13:54] Samba Sene:  Has the issue with the Macro been sorted or are you still getting the same issue? [‎09/‎07/‎2021 13:55] Jayan Mistry:  It is something I will find out at the end of the day or next week as the model/macro takes 5-7 hours to run [‎09/‎07/‎2021 13:57] Samba Sene:  ah ok [‎09/‎07/‎2021 13:58] Jayan Mistry:  I will let you know next week what happens thanks [‎09/‎07/‎2021 13:58] Samba Sene:  ok, no worries |
| 12-07-2021 07:49:09 - Kieran Bramwell (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 12 July 2021 07:47 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95083 || INC4138893 - NEW INCIDENT: IDM report not published in B1 during initialise - 9 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95083 Summary: INC4138893 - NEW INCIDENT: IDM report not published in B1 during initialise - 9 July 2021 Date Created: Jul 12, 06:23 UTC Customer Reference #:  Priority: High Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95083) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 12, 2021, 6:47 UTC  Hi Gareth,  Thanks for advising and apologies for the confusion.  I will update this ticket with Friday's correspondence and close this out.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  12-07-2021 07:49:01 - Kieran Bramwell (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 12 July 2021 07:46 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95083 || INC4138893 - NEW INCIDENT: IDM report not published in B1 during initialise - 9 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95083 Summary: INC4138893 - NEW INCIDENT: IDM report not published in B1 during initialise - 9 July 2021 Date Created: Jul 12, 06:23 UTC Customer Reference #:  Priority: High Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95083) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Jul 12, 2021, 6:45 UTC  Hi Vishal   This ticket was raised and resolved on #95070, late on Friday. It was out of hours so the Phoenix Service Desk didn’t assign a ticket reference until this morning.   Kind regards, Gareth      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 12 July 2021 07:35 Cc: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4138893 - NEW INCIDENT: IDM report not published in B1 during initialise - 9 July 2021   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  12-07-2021 07:41:48 - Kieran Bramwell (Work notes) From: James Nicholls (IT) <James.Nicholls2@thephoenixgroup.com>  Sent: 12 July 2021 07:39 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: RE: SmartCore Down  Taking a look now Kieran.      James Nicholls | Desktop Support Manager office: +442037350880 | mobile: +447791992635 | email: james.nicholls2@thephoenixgroup.com  12-07-2021 07:32:25 - Kieran Bramwell (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 12 July 2021 07:31 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95083 || INC4138893 - NEW INCIDENT: IDM report not published in B1 during initialise - 9 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95083 Summary: INC4138893 - NEW INCIDENT: IDM report not published in B1 during initialise - 9 July 2021 Date Created: Jul 12, 06:23 UTC Customer Reference #:  Priority: High Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95083) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 12, 2021, 6:30 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Data Management (https://idm-b1.mgalfacloud.com/)   Severity: This incident is being logged with a severity level of 2.  Issue Description: The above data mart is being used for asset model point file generation and controls during HY21 reporting. The Bond Amortisation Report v.1 hasn’t deployed correctly during the Initialise. Please re-deploy this report manually. You’ll see two other reports haven’t deployed but we’re only using the Input Validation and Controls in this data mart.  Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  12-07-2021 07:25:09 - Kieran Bramwell (Work notes) From: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>  Sent: 09 July 2021 20:46 To: 'Milliman Support' <support@integrate-solutions.com> Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: NEW INCIDENT: IDM report not published in B1 during initialise - 9 July 2021  Many thanks Dane     Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com  12-07-2021 07:24:55 - Kieran Bramwell (Work notes) From: Dane Boulton (Milliman Support) <support@integrate-solutions.com>  Sent: 09 July 2021 20:45 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: IDM report not published in B1 during initialise - 9 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95070 Summary: NEW INCIDENT: IDM report not published in B1 during initialise - 9 July 2021 Date Created: Jul 9, 19:32 UTC Agent:  Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95070 You are registered as a CC on this support request (95070). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Dane Boulton (Milliman LTS Support)  Jul 9, 2021, 19:45 UTC  Hi Gareth,  I have redeployed the report.     Regards, Dane Boulton Operations Specialist Milliman support@integrate-solutions.com  12-07-2021 07:24:45 - Kieran Bramwell (Work notes) From: Dane Boulton (Milliman Support) <support@integrate-solutions.com>  Sent: 09 July 2021 20:43 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: IDM report not published in B1 during initialise - 9 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95070 Summary: NEW INCIDENT: IDM report not published in B1 during initialise - 9 July 2021 Date Created: Jul 9, 19:32 UTC Agent:  Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95070 You are registered as a CC on this support request (95070). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Dane Boulton (Milliman LTS Support)  Jul 9, 2021, 19:42 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Data Management https://idm-b1.mgalfacloud.com/  Severity: This incident is being logged with a severity level of 2.  Issue Description: The above data mart is being used for asset model point file generation and controls during HY21 reporting. The Bond Amortisation Report v.1 hasn’t deployed correctly during the Initialise. Please re-deploy this report manually. You’ll see two other reports haven’t deployed but we’re only using the Input Validation and Controls in this data mart.  Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards,  Dane Boulton Operations Specialist Milliman support@integrate-solutions.com Dane Boulton Operations Specialist Milliman support@integrate-solutions.com  12-07-2021 07:24:04 - Kieran Bramwell (Additional comments) From: Service Desk  Sent: 12 July 2021 07:23 To: 'Milliman Support' <support@integrate-solutions.com> Subject: INC4138893 - NEW INCIDENT: IDM report not published in B1 during initialise - 9 July 2021  Good morning Team,  Please can you raise a ticket for the below.  Thanks, Kieran      Kieran Bramwell | Service Desk Analyst office: +442035679945 | email: kieran.bramwell@thephoenixgroup.com   12-07-2021 07:24:04 - Kieran Bramwell (Work notes) From: Dane Boulton (Milliman Support) <support@integrate-solutions.com>  Sent: 09 July 2021 20:40 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: IDM report not published in B1 during initialise - 9 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95070 Summary: NEW INCIDENT: IDM report not published in B1 during initialise - 9 July 2021 Date Created: Jul 9, 19:32 UTC Agent:  Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95070 You are registered as a CC on this support request (95070). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Dane Boulton (Milliman LTS Support)  Jul 9, 2021, 19:40 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Data Management https://idm-p1.mgalfacloud.com/   Severity: This incident is being logged with a severity level of 2.  Issue Description: The above data mart is being used for asset model point file generation and controls during HY21 reporting. The Bond Amortisation Report v.1 hasn't deployed correctly during the Initialise. Please re-deploy this report manually. You'll see two other reports haven't deployed but we're only using the Input Validation and Controls in this data mart.  Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Dane Boulton Operations Specialist Milliman support@integrate-solutions.com |
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| 02-08-2021 11:48:33 - Kieran Bramwell (Work notes) From: Service.Desk <Service.Desk@diligenta.co.uk>  Sent: 02 August 2021 11:48 To: Service Desk <Service.Desk@thephoenixgroup.com>; Kieran Bramwell <Kieran.Bramwell@thephoenixgroup.com> Subject: [External] Ticket#10376231 — INC4142293 - NEW INCIDENT: 148 P1 Compute jobs not being picked up by a grid unit - 14 July 2021  Alert! This is an external email sent from service.desk@diligenta.co.uk.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Hi,  Thank you for contacting Diligenta service desk.   Since we are not getting any response, this ticket – 10376231 assuming that the issue has resolved so we closed the ticket from our end.  If you are still facing the issue, please confirm.We will re-open the ticket within 5 working days.  Please let us know Incase of any queries. Kindly send your replies to Service.Desk@diligenta.co.uk for further assistance.  Diligenta user -Raise a ticket through some simple clicks. Use ESP Self Service portal https://esp.diligenta.co.uk/esp/customer.pl to raise ticket with necessary details  Thanks & Regards Sourav banik Diligenta Service Desk Internal: 85000  External (UK): 0345 268 5000 External (Outside UK): +44 1306635000 - +44 2083917600 India toll free number : 1-800-266-8930 Email: Service.Desk@diligenta.co.uk  28-07-2021 07:11:43 - Daniel Robinson (Work notes) From: Service.Desk <Service.Desk@diligenta.co.uk>  Sent: 27 July 2021 22:30 To: GM-Major Incident Management <GM-MajorIncidentManagement@diligenta.co.uk>; Kieran Bramwell <Kieran.Bramwell@thephoenixgroup.com>; Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] RE: Possible MI: INC4142293 - NEW INCIDENT: 148 P1 Compute jobs not being picked up by a grid unit - 14 July 2021\_Ticket#10376231  Alert! This is an external email sent from service.desk@diligenta.co.uk.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Hi,  Can you check the below email and confirm what needs to be done.  Please let us know Incase of any queries. Kindly send your replies to Service.Desk@diligenta.co.uk for further assistance.  Thanks And Regards Samrat Biswas   Ext:- 52027 Internal:- 85000 External Numbers 0345 26 35300 - 0345 26 35399 0345 26 83000 - 0345 26 85999 01306 63 3000 – 01306 63 5999 01306633671 - 02083917600  External Numbers(Outside UK) +44 1306635000 - +44 2083917600 India Toll Free :- 1-800-266-8930  19-07-2021 16:12:16 - Gavin Jaigopaul (Work notes) From: Anthony Peters (Milliman Support) <support@integrate-solutions.com>  Sent: 19 July 2021 16:08 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Kieran Bramwell <Kieran.Bramwell@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4142293 - NEW INCIDENT: 148 P1 Compute jobs not being picked up by a grid unit - 14 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95206 Summary: INC4142293 - NEW INCIDENT: 148 P1 Compute jobs not being picked up by a grid unit - 14 July 2021 Date Created: Jul 14, 20:54 UTC Agent: Anthony Peters Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95206 You are registered as a CC on this support request (95206). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Anthony Peters (Milliman LTS Support)  Jul 19, 2021, 15:08 UTC  We are closing your ticket, as the scope agreement has been fulfilled. Below you will find a summary of your reported issue, its level of impact, our scope agreement, and the solution provided.  Service(s) Impacted: • MG-ALFA Compute for Azure - https://p1-prd.mgalfacloud.com    Reported Issue: 148 jobs relating to the above ETL process have failed to be allocated to a grid unit in P1-prd. Of these, 1 is the Deploy Data Factory job and 147 are Download Workspace Table Output jobs. As such the ETL process is unable to proceed. Please investigate why these haven’t been allocated to grid unit acidm1 and advise. The grid unit is running on 2 cores at present, has a maximum of 100 and never shuts down.   Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  Summary of Resolution/Workaround: Milliman restarted the IDM grid units which allowed the jobs to be accepted/completed. This is a known issue and is being tracked under ref number 5913. Extra diagnostics have been put into the 2021.04 Compute release to capture logs for this scenario.  Please note that as this ticket has been closed, no further replies to this ticket will be possible. If you have any concerns, please contact us by raising a new ticket via email, through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Anthony Peters US Operations Manager: Cloud and Client Services - Life Technology Solutions Milliman support@integrate-solutions.com  15-07-2021 08:00:28 - Kieran Bramwell (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 15 July 2021 08:00 To: Kieran Bramwell <Kieran.Bramwell@thephoenixgroup.com> Subject: [External] Request received Ticket ID: 95210  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95210 Summary: INC4142293 - NEW INCIDENT: 148 P1 Compute jobs not being picked up by a grid unit - 14 July 2021 Date Created: Jul 15, 06:59 UTC Customer Reference #:  Thank you for contacting the Milliman Life Technology Solutions Cloud Services Support Desk. This email confirms that your incident has been received. To add detail to this incident, simply reply to this message (without changing the subject line).  To contact the service desk or to raise the priority of this ticket, please contact the service desk at +44 02036080105 or +1 888-600-8188 Please note that the Milliman Service Desk is monitored from Monday to Friday from 8AM to 6PM GMT, excluding holidays.  15-07-2021 07:34:39 - Kieran Bramwell (Work notes) From: Service.Desk <Service.Desk@diligenta.co.uk>  Sent: 15 July 2021 07:30 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] INC4142293 - NEW INCIDENT: 148 P1 Compute jobs not being picked up by a grid unit - 14 July 2021\_Ticket#10376231  Alert! This is an external email sent from service.desk@diligenta.co.uk.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   Hi,  Thank you for contacting Diligenta service desk.  We have raise the ticket. The ticket number is Ticket#10376231.  Please let us know in case of any queries. Kindly send your replies to Service.Desk@diligenta.co.uk for further assistance.  Raise a ticket through some simple clicks. If you are working in TCS/Diligenta domain, please use ESP Self Service portal https://esp.diligenta.co.uk/esp/customer.pl to raise ticket with necessary details.   Thanks & Regards Samrat Guha Biswas Diligenta Service Desk Internal: 85000 External (UK): 0345 268 5000 External (Outside UK): +44 1306 635000 Email: Service.Desk@diligenta.co.uk"  15-07-2021 07:34:20 - Kieran Bramwell (Work notes) From: ESP Auto Notification <ESPAutoNotification@diligenta.co.uk>  Sent: 15 July 2021 07:26 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] RE: INC4142293 - NEW INCIDENT: 148 [...]  Alert! This is an external email sent from espautonotification@diligenta.co.uk.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \*\*\* Please do not reply to this mail, as this is generated from an automated system\*\*\*  A new ticket has been created with following details:-  10376231  15-07-2021 07:21:11 - Kieran Bramwell (Work notes) From: Anthony Peters (Milliman Support) <support@integrate-solutions.com>  Sent: 15 July 2021 05:19 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: 148 P1 Compute jobs not being picked up by a grid unit - 14 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95206 Summary: NEW INCIDENT: 148 P1 Compute jobs not being picked up by a grid unit - 14 July 2021 Date Created: Jul 14, 20:54 UTC Agent: Anthony Peters Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95206 You are registered as a CC on this support request (95206). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Anthony Peters (Milliman LTS Support)  Jul 15, 2021, 4:19 UTC  Hi Gareth, all the IDM jobs are now successfully processed through Compute.   Putting ticket on hold pending follow-up.  Thanks,   Anthony Peters US Operations Manager: Cloud and Client Services - Life Technology Solutions Milliman support@integrate-solutions.com  15-07-2021 07:21:00 - Kieran Bramwell (Work notes) From: Anthony Peters (Milliman Support) <support@integrate-solutions.com>  Sent: 14 July 2021 22:15 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: 148 P1 Compute jobs not being picked up by a grid unit - 14 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95206 Summary: NEW INCIDENT: 148 P1 Compute jobs not being picked up by a grid unit - 14 July 2021 Date Created: Jul 14, 20:54 UTC Agent:  Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95206 You are registered as a CC on this support request (95206). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   Anthony Peters (Milliman LTS Support)  Jul 14, 2021, 21:14 UTC  Hi Gareth, the grid was restarted and the IDM jobs are now in process.  We monitoring the jobs as they progress.   Thanks,  Anthony Peters US Operations Manager: Cloud and Client Services - Life Technology Solutions Milliman support@integrate-solutions.com  15-07-2021 07:20:45 - Kieran Bramwell (Work notes) From: James Sanford (Milliman Support) <support@integrate-solutions.com>  Sent: 14 July 2021 22:03 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: 148 P1 Compute jobs not being picked up by a grid unit - 14 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95206 Summary: NEW INCIDENT: 148 P1 Compute jobs not being picked up by a grid unit - 14 July 2021 Date Created: Jul 14, 20:54 UTC Agent:  Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95206 You are registered as a CC on this support request (95206). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   James Sanford (Milliman LTS Support)  Jul 14, 2021, 21:03 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Compute - (https://p1-prd.mgalfacloud.com/)   Severity: This incident is being logged with a severity level of 2.  Issue Description:  Detailed description: 148 jobs relating to the above ETL process have failed to be allocated to a grid unit in P1-prd. Of these, 1 is the Deploy Data Factory job and 147 are Download Workspace Table Output jobs. As such the ETL process is unable to proceed. Please investigate why these haven’t been allocated to grid unit acidm1 and advise. The grid unit is running on 2 cores at present, has a maximum of 100 and never shuts down.   Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards,  15-07-2021 07:19:33 - Kieran Bramwell (Additional comments) From: James Sanford (Milliman Support) <support@integrate-solutions.com>  Sent: 14 July 2021 22:03 Cc: Service Desk <Service.Desk@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: NEW INCIDENT: 148 P1 Compute jobs not being picked up by a grid unit - 14 July 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Milliman Ticket ID: 95206 Summary: NEW INCIDENT: 148 P1 Compute jobs not being picked up by a grid unit - 14 July 2021 Date Created: Jul 14, 20:54 UTC Agent:  Requester: Gareth Thomas URL: https://support.integrate-solutions.com/hc/requests/95206 You are registered as a CC on this support request (95206). Reply to this email to add a comment to the request. The Milliman Support Team Latest Comment:   James Sanford (Milliman LTS Support)  Jul 14, 2021, 21:03 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Compute - (https://p1-prd.mgalfacloud.com/)   Severity: This incident is being logged with a severity level of 2.  Issue Description:  Detailed description: 148 jobs relating to the above ETL process have failed to be allocated to a grid unit in P1-prd. Of these, 1 is the Deploy Data Factory job and 147 are Download Workspace Table Output jobs. As such the ETL process is unable to proceed. Please investigate why these haven't been allocated to grid unit acidm1 and advise. The grid unit is running on 2 cores at present, has a maximum of 100 and never shuts down.   Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, |
| 28-07-2021 09:24:45 - Daniel Robinson (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 28 July 2021 09:20 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95209 || INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95209 Summary: INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021 Date Created: Jul 15, 06:58 UTC Customer Reference #:  Priority: High Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95209) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 28, 2021, 8:20 UTC  Good morning Gareth and team,  Following extensive investigations with our Tier 3 team and service provider, we have identified a rare race condition which results in our Grid Utils component encountering a deadlock situation, which manifests itself as the stalled tasks we saw in this incident.   To confirm, this is not the same as other stalled tasks tickets, where we have identified hardware or other underlying issues. In this instance, the node was in a healthy state, as confirmed by the fact it continued to process and complete new tasks alongside these stalled tasks.  We have raised this internally under reference 24185, which will see an improvement made to Grid Utils to mitigate the deadlocking issue.   We will now proceed to resolve this ticket, however, if you have any further concerns or queries, please don't hesitate to reach out.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  21-07-2021 10:14:15 - Daniel Robinson (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 21 July 2021 10:10 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95209 || INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95209 Summary: INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021 Date Created: Jul 15, 06:58 UTC Customer Reference #:  Priority: High Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95209) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 21, 2021, 9:10 UTC  Hi Gareth and team,  As an update on this incident, I can advise that we are making good progress with the RCA and are currently working to confirm our findings and investigate next steps to prevent this happening in the future.  I will provide more updates as we progress.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  15-07-2021 15:31:31 - Daniel Robinson (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 15 July 2021 15:16 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95209 || INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95209 Summary: INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021 Date Created: Jul 15, 06:58 UTC Customer Reference #:  Priority: High Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95209) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 15, 2021, 14:15 UTC  Hi Gareth,  We understand your concerns and apologise again for the delays and interruptions these issues have caused you.  I will forward your concerns and request to discuss them during the MSR onto Paul now.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  15-07-2021 14:57:03 - Daniel Robinson (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 15 July 2021 14:55 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95209 || INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95209 Summary: INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021 Date Created: Jul 15, 06:58 UTC Customer Reference #:  Priority: High Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95209) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Jul 15, 2021, 13:55 UTC  Thanks Vishal   Given the time now, and that we need also the IDM extracts before we can start validating stress results, this is another example of us losing 1 working day on our critical path reporting due to Azure.   We have the monthly Service Meeting on Monday and, although it’s to cover June, I’d like to add a discussion item about this issue and the North Europe outage experienced on Wednesday 7 July.      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 15 July 2021 14:44 Cc: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>; Kieran Bramwell <Kieran.Bramwell@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  15-07-2021 14:48:21 - Daniel Robinson (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 15 July 2021 14:44 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95209 || INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95209 Summary: INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021 Date Created: Jul 15, 06:58 UTC Customer Reference #:  Priority: High Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95209) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 15, 2021, 13:43 UTC  Hi Gareth,  The behaviour you are seeing with the Distributed Merge summary is a known issue which is isolated only to the UI and does not impact the job. The cause of this issue is known and is being addressed in a future release.  In regards to runtime, a few tasks appear to have been rescheduled, which appears to be the cause of the longer than expected run time.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  15-07-2021 14:12:24 - Daniel Robinson (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 15 July 2021 14:12 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95209 || INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95209 Summary: INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021 Date Created: Jul 15, 06:58 UTC Customer Reference #:  Priority: High Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95209) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Jul 15, 2021, 13:11 UTC  Thanks Vishal   Should I be concerned that the remaining 2 jobs are showing more jobs completed than started in the Distributed Merge Process? These jobs are taking longer than I had expected.      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 15 July 2021 14:07 Cc: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>; Kieran Bramwell <Kieran.Bramwell@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  15-07-2021 14:11:37 - Daniel Robinson (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 15 July 2021 14:07 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95209 || INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95209 Summary: INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021 Date Created: Jul 15, 06:58 UTC Customer Reference #:  Priority: High Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95209) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 15, 2021, 13:07 UTC  Hi Gareth,  Three of the reinjected jobs have completed with just two remaining.  I will continue to monitor the remaining two whilst we work to investigate the original jobs.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  15-07-2021 11:16:04 - Gavin Jaigopaul (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 15 July 2021 11:09 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95209 || INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95209 Summary: INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021 Date Created: Jul 15, 06:58 UTC Customer Reference #:  Priority: High Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95209) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 15, 2021, 10:08 UTC  Hi Gareth,  As an update, the 5 reinjected jobs are progressing and tasks are completing as expected. We will continue to monitor the jobs for completion.  Please do not cancel the original 5 jobs, as we are investigating these with our service provider.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  15-07-2021 09:13:55 - Kieran Bramwell (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 15 July 2021 09:01 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95209 || INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95209 Summary: INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021 Date Created: Jul 15, 06:58 UTC Customer Reference #:  Priority: High Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95209) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 15, 2021, 8:00 UTC  Hi Gareth and team,  As an update, we have re-injected the 5 jobs and are working to gather as much diagnostic data as possible to investigate the original 5 jobs with our service provider.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  15-07-2021 08:26:38 - Kieran Bramwell (Work notes) From: Tahir Hussain (Milliman Support) <support@integrate-solutions.com>  Sent: 15 July 2021 08:09 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95209 || INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95209 Summary: INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021 Date Created: Jul 15, 06:58 UTC Customer Reference #:  Priority: High Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95209) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Tahir Hussain (Milliman LTS Support)  Jul 15, 2021, 7:09 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Financial Projections (https://b1.mgalfacloud.com) • Integrate Data Management (https://idm-b1.mgalfacloud.com)  Severity: This incident is being logged with a severity level of 2.  Issue Description: Summary: 5 jobs in B1-pre Compute that should complete in around 2 hours processing time are still running after 7 hours Environment: B1-pre Severity: 2 Reporting period: 06/2021 Valuation activity: Yes Workspace affected: 2021Q2\_Valn\_TCF\_StochVA\_SLHWWP\_20210714\_R0157 (https://b1.mgalfacloud.com/Workspace/Details?workspaceId=7fc6848b22424e75a40208ea976e1379)   Jobsteps affected: SAB (cc96f), SAF (96f33), SAI (79c13), SAJ (45aa4), SIX (facf1) Workflow affected: 2021Q2\_2021.RB.03\_Q2ValnTCF\_Step1\_20210714\_S0019 (https://b1.mgalfacloud.com/Workflow/WorkflowDetails?workflowId=5f8f6219b27d4aa59bcd85d22836cbd4) ETL Job affected: https://idm-b1.mgalfacloud.com/#/etljob/b1-preproduction%7C%7C9421831c-ee84-4583-bcd7-fe423e5aee56 Data mart affected: GDSKey = 2021Q2\_2021.RB\_03\_ValnTCF Relevant inputs: N/a  Detailed description: The jobs listed above are examples of several in B1-pre Compute that are taking hours longer to complete processing than expected from an overnight SCR stress run. These are the only 5 jobs that remain active, all others have completed, and I can see several rescheduled tasks in each. I do expect these jobs to complete without intervention but I’m raising this incident because the long run times have prevented the related Step1\_FCMLoad from proceeding in IDM, impacting our working day timetable. These jobs are all running on the same grid unit (acphxd12v2b110).  I’d like to know the root cause and whether anything can be learnt for future improvments or monitoring. With several hundred jobs running I wasn’t able to spot this behaviour until this morning.  Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Tahir Hussain Operations Analyst - Life Technology Solutions Milliman +1 (888) 600 8188 or +44 20 3608 0105 support@integrate-solutions.com  15-07-2021 08:00:01 - Kieran Bramwell (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 15 July 2021 07:58 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] Request received Ticket ID: 95209  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95209 Summary: INC4142307 - NEW INCIDENT: B1 Compute jobs slow to complete– 15 July 2021 Date Created: Jul 15, 06:58 UTC Customer Reference #:  Thank you for contacting the Milliman Life Technology Solutions Cloud Services Support Desk. This email confirms that your incident has been received. To add detail to this incident, simply reply to this message (without changing the subject line).  To contact the service desk or to raise the priority of this ticket, please contact the service desk at +44 02036080105 or +1 888-600-8188 Please note that the Milliman Service Desk is monitored from Monday to Friday from 8AM to 6PM GMT, excluding holidays. |
| 29-07-2021 17:09:54 - Gavin Jaigopaul (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 29 July 2021 17:02 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Closed] 95219 || INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95219 Summary: INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021 Date Created: Jul 15, 13:01 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal We provided a possible solution to this issue last week. As there has been no further activity, we will assume that the ticket can be closed.  You cannot directly re-open a closed ticket. However, if you experience any further issues, please do not hesitate to reach out to our Service Desk and raise a new ticket. Best Regards, The Milliman Support Team [8MZZ30-W0K0]  22-07-2021 16:53:18 - Gavin Jaigopaul (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 22 July 2021 16:50 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95219 || INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95219 Summary: INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021 Date Created: Jul 15, 13:01 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95219) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 22, 2021, 15:49 UTC  Hi Gareth,   Following investigation, our service provider confirmed the cause of this issue as a service which had entered into an error state.   This problem instance of the service was erroneously creating duplicate events which had impacted and created a duplicate for one of the activities in this ETL run, when the background deployment was created.   This resulted in the ETL to stall, as although the conditions for the next part of the job to run would have been satisfied with all transforms having completed, the unexpected duplicate activity was not going to execute which prevented further downstream activities from starting.  Our provider performed a clean up of the problem service and duplicate records and is currently working on rolling out a fix to prevent and filter these out in case of any future occurrence.   Apologies for the inconvenience this caused, please let us know if you have any follow up questions.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  16-07-2021 10:56:38 - Daniel Smith (Work notes) Ishwar Johal (Milliman LTS Support)  Jul 16, 2021, 9:23 UTC  Thanks Gareth,  Please feel free to cancel the original job too.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  16-07-2021 07:10:23 - Kieran Bramwell (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 15 July 2021 20:03 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95219 || INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95219 Summary: INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021 Date Created: Jul 15, 13:01 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95219) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Jul 15, 2021, 19:02 UTC  The re-run has completed. I’m going to scale down the original job but I won’t cancel it until advised to do so.      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 15 July 2021 17:19 Cc: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Daniel Robinson <Daniel.Robinson@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  15-07-2021 17:30:19 - Gavin Jaigopaul (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 15 July 2021 17:19 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95219 || INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95219 Summary: INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021 Date Created: Jul 15, 13:01 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95219) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 15, 2021, 16:18 UTC  Thanks Gareth,  We will monitor the re-run for any issues.    We are currently investigating the issue alongside our service provider, as we identified a background activity on this job had not updated as expected during the original run attempt.  Attempts were made to unblock the run which were unfortunately unsuccessful and we are continuing to investigate the root cause.  Apologies for the inconvenience this may have caused. We will provide further updates as they become available.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  15-07-2021 17:29:49 - Gavin Jaigopaul (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 15 July 2021 17:15 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95219 || INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95219 Summary: INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021 Date Created: Jul 15, 13:01 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95219) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Jul 15, 2021, 16:14 UTC  I’ve now started a replacement: https://idm-t1.mgalfacloud.com/#/etljob/t1-preproduction%7C%7C46e3bf85-4570-4efa-b302-4f009062d7da.      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 15 July 2021 15:48 Cc: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Daniel Robinson <Daniel.Robinson@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  15-07-2021 15:49:20 - Gavin Jaigopaul (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 15 July 2021 15:48 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95219 || INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95219 Summary: INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021 Date Created: Jul 15, 13:01 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95219) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 15, 2021, 14:47 UTC  Hi Gareth,  Thanks for providing that example.  We will continue to investigate the stalled run and the completed run.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  15-07-2021 15:48:48 - Gavin Jaigopaul (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 15 July 2021 15:45 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95219 || INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95219 Summary: INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021 Date Created: Jul 15, 13:01 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95219) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Jul 15, 2021, 14:44 UTC  This is an example that was started at the same time using the same script: https://idm-t1.mgalfacloud.com/#/etljob/t1-preproduction%7C%7C9d2e52a2-8247-45cd-90c1-ce15dba3935f. The two jobs have different workspace inputs but I’d expect similar run times.   Thanks, we’ll set up a re-run overnight if we’re unable to make any progress in the next hour or so.      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 15 July 2021 15:33 Cc: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Daniel Robinson <Daniel.Robinson@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  15-07-2021 15:41:51 - Gavin Jaigopaul (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 15 July 2021 15:33 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95219 || INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95219 Summary: INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021 Date Created: Jul 15, 13:01 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95219) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 15, 2021, 14:32 UTC  Hi Gareth,  Has this script been ran successfully before? If so, could you please provide a recent example?  I have raised a top severity ticket with our service provider to assist our investigations, however, if this is a time sensitive run, it may be worth re-running the ETL to confirm that this issue is isolated to the original run.   If you do choose to re-run, please provide the URL.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  15-07-2021 14:17:12 - Daniel Robinson (Work notes) From: Tahir Hussain (Milliman Support) <support@integrate-solutions.com>  Sent: 15 July 2021 14:16 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95219 || INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95219 Summary: INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021 Date Created: Jul 15, 13:01 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95219) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Tahir Hussain (Milliman LTS Support)  Jul 15, 2021, 13:16 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Financial Projections (https://t1.mgalfacloud.com) • Integrate Data Management (https://idm-t1.mgalfacloud.com)  Severity: This incident is being logged with a severity level of 3, which is our default.  Issue Description: Summary: T1 Step1\_FCMLoad failing to complete Environment: T1 IDM Severity: 3 Reporting period: 12/2020 Valuation activity: No (IMOR testing) Workflow affected: 2020Q4\_2021.RB.04\_IMOR\_DR5\_PaL\_Step1\_20210714\_S0119 (https://t1.mgalfacloud.com/Workflow/WorkflowDetails?workflowId=89c94ddc9e2e496ebe714c321379a8a5) ETL Job affected: https://idm-t1.mgalfacloud.com/#/etljob/t1-preproduction%7C%7C49d0e5ba-03d3-41f8-994c-7558c0629b5a Data mart affected: GDSKey = 2020Q4\_2021.RB.04\_IMOR\_DR5\_PaL Relevant inputs: N/a  Detailed description: The above ETL process has failed to complete, even though the Transformation Progress has been at 100% for at least 6 hours. Please investigate why the job has failed to complete and what action can be taken.  Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Tahir Hussain Operations Analyst - Life Technology Solutions Milliman +1 (888) 600 8188 or +44 20 3608 0105 support@integrate-solutions.com  15-07-2021 14:02:40 - Daniel Robinson (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 15 July 2021 14:02 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] Request received Ticket ID: 95219  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95219 Summary: INC4142997: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021 Date Created: Jul 15, 13:01 UTC Customer Reference #:  Thank you for contacting the Milliman Life Technology Solutions Cloud Services Support Desk. This email confirms that your incident has been received. To add detail to this incident, simply reply to this message (without changing the subject line).  To contact the service desk or to raise the priority of this ticket, please contact the service desk at +44 02036080105 or +1 888-600-8188 Please note that the Milliman Service Desk is monitored from Monday to Friday from 8AM to 6PM GMT, excluding holidays.  [8MZZ30-W0K0]  15-07-2021 14:01:47 - Daniel Robinson (Work notes) Raised with Milliman.  15-07-2021 14:01:17 - Daniel Robinson (Work notes) From: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>  Sent: 15 July 2021 13:59 To: Service Desk <Service.Desk@thephoenixgroup.com> Cc: zMG-ALFA Operations Team (zMG-Alfa.operations.team@milliman.com) <zMG-Alfa.operations.team@milliman.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com> Subject: NEW INCIDENT: T1 Step1\_FCMLoad failing to complete – 15 July 2021  Hi,  I'd like to raise a new MG-ALFA service request ticket, to be referred to the Milliman Service Desk (copied in for information only at this stage, pending an incident ticket reference).  ---------------------  Summary: T1 Step1\_FCMLoad failing to complete  Environment: T1 IDM  Severity: 3  Reporting period: 12/2020  Valuation activity: No (IMOR testing)  Workflow affected: 2020Q4\_2021.RB.04\_IMOR\_DR5\_PaL\_Step1\_20210714\_S0119 (https://t1.mgalfacloud.com/Workflow/WorkflowDetails?workflowId=89c94ddc9e2e496ebe714c321379a8a5)  ETL Job affected: https://idm-t1.mgalfacloud.com/#/etljob/t1-preproduction%7C%7C49d0e5ba-03d3-41f8-994c-7558c0629b5a  Data mart affected: GDSKey = 2020Q4\_2021.RB.04\_IMOR\_DR5\_PaL  Relevant inputs: N/a  Detailed description: The above ETL process has failed to complete, even though the Transformation Progress has been at 100% for at least 6 hours. Please investigate why the job has failed to complete and what action can be taken.  Attachments added: None  ---------------------  Kind regards, Gareth    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Gareth Thomas | Reporting Manager | Life Finance Actuarial Reporting & Analysis Phoenix Group | 1 Wythall Green Way | Wythall | Birmingham | B47 6WG office: +442035679795 | email: gareth.thomas@thephoenixgroup.com \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ P Please help save the environment, print only if necessary. |
| 04-08-2021 11:04:24 - Kieran Bramwell (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 04 August 2021 11:01 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Closed] 95245 || INC4143465 - NEW INCIDENT: P1 IDM Step1\_FCMLoad stalled - 16 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95245 Summary: INC4143465 - NEW INCIDENT: P1 IDM Step1\_FCMLoad stalled - 16 July 2021 Date Created: Jul 16, 07:03 UTC Customer Reference #:  Priority: High Agent: Ishwar Johal We provided a possible solution to this issue last week. As there has been no further activity, we will assume that the ticket can be closed.  You cannot directly re-open a closed ticket. However, if you experience any further issues, please do not hesitate to reach out to our Service Desk and raise a new ticket. Best Regards, The Milliman Support Team  28-07-2021 11:02:36 - Kieran Bramwell (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 28 July 2021 10:13 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95245 || INC4143465 - NEW INCIDENT: P1 IDM Step1\_FCMLoad stalled - 16 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95245 Summary: INC4143465 - NEW INCIDENT: P1 IDM Step1\_FCMLoad stalled - 16 July 2021 Date Created: Jul 16, 07:03 UTC Customer Reference #:  Priority: High Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95245) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 28, 2021, 9:12 UTC  Hi Gareth,  Please find attached our root cause analysis for this incident.   We will mark this ticket as resolved but if there are any follow up questions please let us know.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  19-07-2021 14:07:50 - Kieran Bramwell (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 19 July 2021 13:48 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95245 || INC4143465 - NEW INCIDENT: P1 IDM Step1\_FCMLoad stalled - 16 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95245 Summary: INC4143465 - NEW INCIDENT: P1 IDM Step1\_FCMLoad stalled - 16 July 2021 Date Created: Jul 16, 07:03 UTC Customer Reference #:  Priority: High Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95245) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 19, 2021, 12:47 UTC  Hi Gareth,  Thank you for leaving the original job for our investigation, please feel free to cancel this now.  We are continuing to work on the RCA for this issue and will provide this as soon as possible.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  16-07-2021 13:29:40 - Daniel Robinson (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 16 July 2021 13:27 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95245 || INC4143465 - NEW INCIDENT: P1 IDM Step1\_FCMLoad stalled - 16 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95245 Summary: INC4143465 - NEW INCIDENT: P1 IDM Step1\_FCMLoad stalled - 16 July 2021 Date Created: Jul 16, 07:03 UTC Customer Reference #:  Priority: High Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95245) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 16, 2021, 12:26 UTC  Hi Gareth,   The re-run has now completed.   We are continuing to work with our provider in the investigation of the original issue. Apologies again for the impact this caused.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  16-07-2021 10:55:37 - Daniel Smith (Work notes) Ishwar Johal (Milliman LTS Support)  Jul 16, 2021, 9:13 UTC  Thanks Gareth,   We will provide further updates periodically and as they become available.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  16-07-2021 09:53:41 - Kieran Bramwell (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 16 July 2021 09:52 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95245 || INC4143465 - NEW INCIDENT: P1 IDM Step1\_FCMLoad stalled - 16 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95245 Summary: INC4143465 - NEW INCIDENT: P1 IDM Step1\_FCMLoad stalled - 16 July 2021 Date Created: Jul 16, 07:03 UTC Customer Reference #:  Priority: High Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95245) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Jul 16, 2021, 8:51 UTC  Thanks Ishwar   We will scale down the original cluster whilst you investigate.      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  16-07-2021 09:42:56 - Kieran Bramwell (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 16 July 2021 09:43 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95245 || INC4143465 - NEW INCIDENT: P1 IDM Step1\_FCMLoad stalled - 16 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95245 Summary: INC4143465 - NEW INCIDENT: P1 IDM Step1\_FCMLoad stalled - 16 July 2021 Date Created: Jul 16, 07:03 UTC Customer Reference #:  Priority: High Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95245) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 16, 2021, 8:42 UTC  Hi Gareth,  We were unable to unblock the original run and also raised this issue with our service provider with highest priority for which the investigation is ongoing.   The re-run has been progressing as expected thus far and we will also continue to monitor this closely.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  16-07-2021 08:46:23 - Kieran Bramwell (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 16 July 2021 08:45 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95245 || INC4143465 - NEW INCIDENT: P1 IDM Step1\_FCMLoad stalled - 16 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95245 Summary: INC4143465 - NEW INCIDENT: P1 IDM Step1\_FCMLoad stalled - 16 July 2021 Date Created: Jul 16, 07:03 UTC Customer Reference #:  Priority: High Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95245) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 16, 2021, 7:44 UTC  Hi Gareth,  We are looking into this to confirm if this run can be revived whilst also monitoring the re-run. We will provide further updates as they become available.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  16-07-2021 08:11:40 - Kieran Bramwell (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 16 July 2021 08:07 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95245 || INC4143465 - NEW INCIDENT: P1 IDM Step1\_FCMLoad stalled - 16 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95245 Summary: INC4143465 - NEW INCIDENT: P1 IDM Step1\_FCMLoad stalled - 16 July 2021 Date Created: Jul 16, 07:03 UTC Customer Reference #:  Priority: High Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95245) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 16, 2021, 7:06 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Data Management (https://idm-p1.mgalfacloud.com)  Severity: This incident is being logged with a severity level of 2.  Issue Description: The transformation process in the above ETL appears to have stalled with 4 tasks pending. The job started execution 11 hours ago and should complete within that time.   Please investigate and advise whether this job can be revived. I’m going to set up a replacement in the meantime. This script has been used previously, for example: https://idm-p1.mgalfacloud.com/#/etljob/p1-production%7C%7Cb2474bef-6bc2-41ae-bbd1-ebfb89800d9f  Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  16-07-2021 08:03:56 - Kieran Bramwell (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 16 July 2021 08:04 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] Request received Ticket ID: 95245  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95245 Summary: INC4143465 - NEW INCIDENT: P1 IDM Step1\_FCMLoad stalled - 16 July 2021 Date Created: Jul 16, 07:03 UTC Customer Reference #:  Thank you for contacting the Milliman Life Technology Solutions Cloud Services Support Desk. This email confirms that your incident has been received. To add detail to this incident, simply reply to this message (without changing the subject line).  To contact the service desk or to raise the priority of this ticket, please contact the service desk at +44 02036080105 or +1 888-600-8188 Please note that the Milliman Service Desk is monitored from Monday to Friday from 8AM to 6PM GMT, excluding holidays.  16-07-2021 08:03:43 - Kieran Bramwell (Work notes) From: Service Desk  Sent: 16 July 2021 08:03 To: 'Milliman Support' <support@integrate-solutions.com> Subject: INC4143465 - NEW INCIDENT: P1 IDM Step1\_FCMLoad stalled - 16 July 2021  Good morning Team,  Please can you raise a ticket for the below.  Thanks, Kieran      Kieran Bramwell | Service Desk Analyst office: +442035679945 | email: kieran.bramwell@thephoenixgroup.com |
| 19-07-2021 14:08:12 - Kieran Bramwell (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 19 July 2021 13:49 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95278 || INC4146378: NEW REQUEST: T1 Azure Core Booking – 23 July 2021 – 80,000 D12v2 cores ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95278 Summary: INC4146378: NEW REQUEST: T1 Azure Core Booking – 23 July 2021 – 80,000 D12v2 cores Date Created: Jul 19, 07:46 UTC Customer Reference #:  Priority: Low Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95278) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 19, 2021, 12:48 UTC  Thanks Gareth,  I will do that now and keep you updated on the additional core request.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  19-07-2021 14:06:27 - Kieran Bramwell (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 19 July 2021 13:42 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95278 || INC4146378: NEW REQUEST: T1 Azure Core Booking – 23 July 2021 – 80,000 D12v2 cores ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95278 Summary: INC4146378: NEW REQUEST: T1 Azure Core Booking – 23 July 2021 – 80,000 D12v2 cores Date Created: Jul 19, 07:46 UTC Customer Reference #:  Priority: Low Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95278) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Jul 19, 2021, 12:42 UTC  I’m happy for this to be scaled back today.      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  19-07-2021 12:42:49 - Daniel Robinson (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 19 July 2021 12:42 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95278 || INC4146378: NEW REQUEST: T1 Azure Core Booking – 23 July 2021 – 80,000 D12v2 cores ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95278 Summary: INC4146378: NEW REQUEST: T1 Azure Core Booking – 23 July 2021 – 80,000 D12v2 cores Date Created: Jul 19, 07:46 UTC Customer Reference #:  Priority: Low Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95278) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 19, 2021, 11:41 UTC  Hi Gareth,  Thank you for the additional information, we'll work with our provider based on this and keep you updated.   If you are happy for me to do so I can scale back the D4v2 capacity today or I can do this at a later date if required.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  19-07-2021 11:58:43 - Daniel Robinson (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 19 July 2021 11:57 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95278 || INC4146378: NEW REQUEST: T1 Azure Core Booking – 23 July 2021 – 80,000 D12v2 cores ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95278 Summary: INC4146378: NEW REQUEST: T1 Azure Core Booking – 23 July 2021 – 80,000 D12v2 cores Date Created: Jul 19, 07:46 UTC Customer Reference #:  Priority: Low Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95278) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Jul 19, 2021, 10:56 UTC  Hi Ishwar   I’m anticipating using this grid booking for a 24 hour period at some point during the 7 day window. The target is to start the MG-ALFA run on Friday 23 July but this is at high risk of delay, hence the contingency in the booking.   Looking at the D4v2 capacity in T1, I am happy for this to be scaled back to 30,000 cores, which will be utilised in parallel with the D12v2 cores. We no longer need 85,000 D4v2 cores in T1-pre.   Thanks Gareth      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  19-07-2021 11:50:36 - Daniel Robinson (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 19 July 2021 11:45 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95278 || INC4146378: NEW REQUEST: T1 Azure Core Booking – 23 July 2021 – 80,000 D12v2 cores ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95278 Summary: INC4146378: NEW REQUEST: T1 Azure Core Booking – 23 July 2021 – 80,000 D12v2 cores Date Created: Jul 19, 07:46 UTC Customer Reference #:  Priority: Low Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95278) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 19, 2021, 10:45 UTC  Hi Gareth,   We will work with our provider on this request and keep you updated on the status. This will be to increase the D12v2 EP(PhxT1D12v2) to a total of 100,000 cores.   To gauge potential total core usage across this environment during this period, will the PhxT1D4v2(D4v2 Node size) EP which currently has 85,000 cores allocated also be utilized during this period and if so is there an estimate on how many of these cores potentially will be? This will help our provider determine the best regions for this period for the additional cores for this request.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  19-07-2021 09:19:01 - Daniel Smith (Work notes) From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 19 July 2021 08:52 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95278 || INC4146378: NEW REQUEST: T1 Azure Core Booking – 23 July 2021 – 80,000 D12v2 cores ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95278 Summary: INC4146378: NEW REQUEST: T1 Azure Core Booking – 23 July 2021 – 80,000 D12v2 cores Date Created: Jul 19, 07:46 UTC Customer Reference #:  Priority: Low Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95278) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Paul Beasmore (Milliman LTS Support)  Jul 19, 2021, 7:51 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • MG-ALFA Compute for Azure https://t1-pre.mgalfacompute.com/  Severity: This incident is being logged with a severity level of 4  Issue Description: Hi, I'd like to raise a new MG-ALFA service request ticket, to be referred to the Milliman Service Desk (copied in for information only at this stage, pending a request ticket reference). --------------------- I need to request additional Azure Compute grid resource in the T1 environment for IMOR testing. All times are BST: 17:00 Friday 23 July to 17:00 Friday 30 July = additional 80,000 D12v2 core capacity for a period of 1 week (not to be used continuously). Many thanks, Gareth  Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk |
| 19-07-2021 14:25:51 - Kieran Bramwell (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 19 July 2021 14:21 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95279 || INC4146382: NEW REQUEST: T2 Azure Core Booking – 4 August 2021 – 50,000 D12v2 cores and 50,000 D4v2 cores ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95279 Summary: INC4146382: NEW REQUEST: T2 Azure Core Booking – 4 August 2021 – 50,000 D12v2 cores and 50,000 D4v2 cores Date Created: Jul 19, 07:48 UTC Customer Reference #:  Priority: Low Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95279) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 19, 2021, 13:21 UTC  Hi Gareth,  Could I please confirm the request to ensure I have interpreted it correctly?  There are currently 20,000 D12v2 cores and 50,000 D4v2 cores in T2. Are you requesting that number be taken up to 70,000 D12v2 and 100,000 D4v2? Totalling 170,000 available cores in T2.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  19-07-2021 09:25:04 - Daniel Smith (Work notes) Paul Beasmore (Milliman LTS Support)  Jul 19, 2021, 7:54 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • MG-ALFA Compute for Azure https://t2-pre.mgalfacompute.com/   Severity: This incident is being logged with a severity level of 4  Issue Description:  Hi, I'd like to raise a new MG-ALFA service request ticket, to be referred to the Milliman Service Desk (copied in for information only at this stage, pending a request ticket reference). --------------------- I need to request additional Azure Compute grid resource in the T2 environment for IMOR DR6 testing. All times are BST: 17:00 Wednesday 4 August to 17:00 Friday 13 August = additional 50,000 D12v2 core capacity for a period of 9 days (not to be used continuously). 17:00 Wednesday 4 August to 17:00 Friday 13 August = additional 50,000 D4v2 core capacity for a period of 9 days (not to be used continuously). Many thanks, Gareth   Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk |
| 19-07-2021 11:40:30 - Daniel Robinson (Work notes) From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 19 July 2021 11:29 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95280 || INC4146384: NEW REQUEST: T2 IFP scale up to 30 workers – 19 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95280 Summary: INC4146384: NEW REQUEST: T2 IFP scale up to 30 workers – 19 July 2021 Date Created: Jul 19, 07:50 UTC Customer Reference #:  Priority: Low Agent: Paul Beasmore Dear PhoenixIT PhoenixIT Your request (95280) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Paul Beasmore (Milliman LTS Support)  Jul 19, 2021, 10:29 UTC  Hi Gareth,  Workers have been scaled up as requested.  Best regards, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk |
| 28-07-2021 09:27:25 - Daniel Robinson (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 28 July 2021 09:26 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95325 || INC4147620: NEW INCIDENT: 8 stalled or slow jobs in T2-pre – 20 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95325 Summary: INC4147620: NEW INCIDENT: 8 stalled or slow jobs in T2-pre – 20 July 2021 Date Created: Jul 20, 10:04 UTC Customer Reference #:  Priority: Low Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95325) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 28, 2021, 8:25 UTC  Thanks for confirming Gareth.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  28-07-2021 09:17:33 - Daniel Robinson (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 28 July 2021 09:17 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95325 || INC4147620: NEW INCIDENT: 8 stalled or slow jobs in T2-pre – 20 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95325 Summary: INC4147620: NEW INCIDENT: 8 stalled or slow jobs in T2-pre – 20 July 2021 Date Created: Jul 20, 10:04 UTC Customer Reference #:  Priority: Low Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95325) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Jul 28, 2021, 8:16 UTC  Thanks Vishal   This ticket can be resolved.      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  28-07-2021 08:32:22 - Daniel Robinson (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 28 July 2021 08:30 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95325 || INC4147620: NEW INCIDENT: 8 stalled or slow jobs in T2-pre – 20 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95325 Summary: INC4147620: NEW INCIDENT: 8 stalled or slow jobs in T2-pre – 20 July 2021 Date Created: Jul 20, 10:04 UTC Customer Reference #:  Priority: Low Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95325) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 28, 2021, 7:29 UTC  Hi Gareth and team,  Thank you for your patience whilst we investigated this incident further.  Our investigations into this issue have identified that the two nodes responsible for this delay had encountered physical memory issues on the underlying host platform. These hardware issues resulted in the the two nodes running significantly slower than the other nodes handling these jobs. The nodes did go on to complete their tasks, however, the runtime of these tasks was considerably longer than it should have been.  We are working with our service provider to improve the way in which these types of issues are identified and mitigated, as discussed outside of this ticket. In this instance, I can advise that our service provider is working to make improvements to their hardware screening process to help avoid hardware issues impacting live nodes. They are also working to make improvements to their monitoring and telemetry services as well as the handling of such memory failures, to reduce the overall impact in future cases.  Do you have any further concerns or queries with this incident, or are you happy for us to resolve this ticket?  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  20-07-2021 14:10:49 - Kieran Bramwell (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 20 July 2021 14:05 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95325 || INC4147620: NEW INCIDENT: 8 stalled or slow jobs in T2-pre – 20 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95325 Summary: INC4147620: NEW INCIDENT: 8 stalled or slow jobs in T2-pre – 20 July 2021 Date Created: Jul 20, 10:04 UTC Customer Reference #:  Priority: Low Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95325) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 20, 2021, 13:04 UTC  Hi Gareth,  All 8 re-injected jobs have now completed:    We will keep this ticket on hold, pending the findings from our investigations.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  20-07-2021 12:51:26 - Daniel Robinson (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 20 July 2021 12:46 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95325 || INC4147620: NEW INCIDENT: 8 stalled or slow jobs in T2-pre – 20 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95325 Summary: INC4147620: NEW INCIDENT: 8 stalled or slow jobs in T2-pre – 20 July 2021 Date Created: Jul 20, 10:04 UTC Customer Reference #:  Priority: Low Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95325) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 20, 2021, 11:46 UTC  Hi Gareth,  As an update, the first of the reinjected jobs has now completed, in just over 2hrs as you advised: https://t2-pre.mgalfacompute.com/JobInfo/Details/409cc423-7f68-42de-9700-5830b6f14f07  We will continue to monitor and provide updates as we progress.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  20-07-2021 12:01:32 - Daniel Robinson (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 20 July 2021 11:59 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95325 || INC4147620: NEW INCIDENT: 8 stalled or slow jobs in T2-pre – 20 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95325 Summary: INC4147620: NEW INCIDENT: 8 stalled or slow jobs in T2-pre – 20 July 2021 Date Created: Jul 20, 10:04 UTC Customer Reference #:  Priority: Low Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95325) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 20, 2021, 10:58 UTC  Hi Gareth,  We have re-injected the jobs to move them onto new nodes whilst we investigate the original jobs.  We will monitor the re-injected jobs and their expected ~2hr runtime.   I will provide more updates as we progress.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  20-07-2021 11:15:11 - Daniel Robinson (Work notes) From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 20 July 2021 11:15 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95325 || INC4147620: NEW INCIDENT: 8 stalled or slow jobs in T2-pre – 20 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95325 Summary: INC4147620: NEW INCIDENT: 8 stalled or slow jobs in T2-pre – 20 July 2021 Date Created: Jul 20, 10:04 UTC Customer Reference #:  Priority: Low Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95325) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Paul Beasmore (Milliman LTS Support)  Jul 20, 2021, 10:14 UTC  Hi Gareth,  Thanks for logging the ticket.  I just wanted to provide a quick update as we had actually been alerted about these jobs and were just about to start investigating,   I had actually asked just asked Vishal to check during our daily grid check, as I had received alerts via our monitoring system.  We will send further updates ASAP.  Best regards, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  20-07-2021 11:11:15 - Daniel Robinson (Work notes) From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 20 July 2021 11:10 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95325 || INC4147620: NEW INCIDENT: 8 stalled or slow jobs in T2-pre – 20 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95325 Summary: INC4147620: NEW INCIDENT: 8 stalled or slow jobs in T2-pre – 20 July 2021 Date Created: Jul 20, 10:04 UTC Customer Reference #:  Priority: Low Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95325) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Paul Beasmore (Milliman LTS Support)  Jul 20, 2021, 10:10 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • MG-ALFA Compute for Azure https://t2.mgalfacloud.com/   Severity: This incident is being logged with a severity level of 3, which is our default.  Issue Description: Summary: There are 8 jobs in T2-pre Compute that appear to have stalled Environment: T2-pre Severity: 3 Reporting period: 12/2020 Valuation activity: No (IMOR Cycle 2) Workspaces and associated jobsteps affected: 2020Q4\_IMOR\_TCF\_Cycle2DetILPNo\_SLPBUL\_20210712\_R0082 https://t2.mgalfacloud.com/Workspace/Details?workspaceId=9d3c2b53364844eca45a2b7fa1a42786 Jobstep NKR (0f14ce1f-49a7-4b76-a173-248070f6d70c) Jobstep NKU (4bbb79c7-08c4-4aae-bfaf-3aa8316da57a) Jobstep OHV (a044ae99-0c4c-4358-ac2c-479aa31fe77e) 2020Q4\_IMOR\_TCF\_Cycle2DetILPNoVA\_SLHWWP\_20210712\_R0080 https://t2.mgalfacloud.com/Workspace/Details?workspaceId=7f39bde7020e4c96be16203ed22c51f0 Jobstep NJA (27facd3e-f98c-4a7e-8d94-c1afca15a8d7) Jobstep NJB (130a9d73-9c96-4de7-9ac9-432df30c68a9) 2020Q4\_IMOR\_TCF\_Cycle2StochVAScen0\_SLHWWP\_20210713\_R0089 https://t2.mgalfacloud.com/Workspace/Details?workspaceId=99e01499f94e454ebfb77a1e0048c5b4 Jobstep SIF (ba697975-aaa8-40a8-823f-26bb47ee8073) Jobstep SIK (f9d45167-143e-4ffa-9ae0-c6b833791e04) Jobstep SIL (db38bcb6-24bf-4d9d-90b8-a31f8f2f3451 ETL Job affected: https://idm-t2.mgalfacloud.com/#/etljob/t2%7C%7C52ceba7c-3ac2-452b-9699-19e8d24b8eae Data mart affected: GDSKey = 2020Q4\_2021.RB.03\_IMOR\_Cycle2\_TCF Relevant inputs: N/a Detailed description: The 8 jobs listed above were submitted to Compute over 12 hours ago and have made little or no progress. Other jobs within the same workspaces completed in around 2 hours, so I suspect an underlying issue. Please investigate and advise next steps.  Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  20-07-2021 11:05:30 - Daniel Robinson (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 20 July 2021 11:04 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] Request received Ticket ID: 95325  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95325 Summary: INC4147620: NEW INCIDENT: 8 stalled or slow jobs in T2-pre – 20 July 2021 Date Created: Jul 20, 10:04 UTC Customer Reference #:  Thank you for contacting the Milliman Life Technology Solutions Cloud Services Support Desk. This email confirms that your incident has been received. To add detail to this incident, simply reply to this message (without changing the subject line).  To contact the service desk or to raise the priority of this ticket, please contact the service desk at +44 02036080105 or +1 888-600-8188 Please note that the Milliman Service Desk is monitored from Monday to Friday from 8AM to 6PM GMT, excluding holidays.  [3LXZLR-E86M]  20-07-2021 11:03:44 - Daniel Robinson (Work notes) Rasied with Milliman.  20-07-2021 11:03:07 - Daniel Robinson (Work notes) From: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>  Sent: 20 July 2021 10:55 To: Service Desk <Service.Desk@thephoenixgroup.com> Cc: zMG-ALFA Operations Team (zMG-Alfa.operations.team@milliman.com) <zMG-Alfa.operations.team@milliman.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com> Subject: NEW INCIDENT: 8 stalled or slow jobs in T2-pre – 20 July 2021  Hi,  I'd like to raise a new MG-ALFA service request ticket, to be referred to the Milliman Service Desk (copied in for information only at this stage, pending an incident ticket reference).  ---------------------  Summary: There are 8 jobs in T2-pre Compute that appear to have stalled  Environment: T2-pre  Severity: 3  Reporting period: 12/2020  Valuation activity: No (IMOR Cycle 2)  Workspaces and associated jobsteps affected:   2020Q4\_IMOR\_TCF\_Cycle2DetILPNo\_SLPBUL\_20210712\_R0082 https://t2.mgalfacloud.com/Workspace/Details?workspaceId=9d3c2b53364844eca45a2b7fa1a42786 Jobstep NKR (0f14ce1f-49a7-4b76-a173-248070f6d70c) Jobstep NKU (4bbb79c7-08c4-4aae-bfaf-3aa8316da57a) Jobstep OHV (a044ae99-0c4c-4358-ac2c-479aa31fe77e)  2020Q4\_IMOR\_TCF\_Cycle2DetILPNoVA\_SLHWWP\_20210712\_R0080 https://t2.mgalfacloud.com/Workspace/Details?workspaceId=7f39bde7020e4c96be16203ed22c51f0 Jobstep NJA (27facd3e-f98c-4a7e-8d94-c1afca15a8d7) Jobstep NJB (130a9d73-9c96-4de7-9ac9-432df30c68a9)  2020Q4\_IMOR\_TCF\_Cycle2StochVAScen0\_SLHWWP\_20210713\_R0089 https://t2.mgalfacloud.com/Workspace/Details?workspaceId=99e01499f94e454ebfb77a1e0048c5b4 Jobstep SIF (ba697975-aaa8-40a8-823f-26bb47ee8073) Jobstep SIK (f9d45167-143e-4ffa-9ae0-c6b833791e04) Jobstep SIL (db38bcb6-24bf-4d9d-90b8-a31f8f2f3451  ETL Job affected: https://idm-t2.mgalfacloud.com/#/etljob/t2%7C%7C52ceba7c-3ac2-452b-9699-19e8d24b8eae  Data mart affected: GDSKey = 2020Q4\_2021.RB.03\_IMOR\_Cycle2\_TCF  Relevant inputs: N/a  Detailed description: The 8 jobs listed above were submitted to Compute over 12 hours ago and have made little or no progress. Other jobs within the same workspaces completed in around 2 hours, so I suspect an underlying issue. Please investigate and advise next steps.  Attachments added: None ---------------------  Kind regards, Gareth    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Gareth Thomas | Reporting Manager | Life Finance Actuarial Reporting & Analysis Phoenix Group | 1 Wythall Green Way | Wythall | Birmingham | B47 6WG office: +442035679795 | email: gareth.thomas@thephoenixgroup.com \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ P Please help save the environment, print only if necessary. |
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| 02-08-2021 17:08:39 - Gavin Jaigopaul (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 02 August 2021 17:05 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95377 || INC4148709: NEW INCIDENT: B3 Workflow Failed IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95377 Summary: INC4148709: NEW INCIDENT: B3 Workflow Failed IFRS17 Date Created: Jul 21, 11:11 UTC Customer Reference #:  Priority: Normal Agent:  Dear PhoenixIT PhoenixIT Your request (95377) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Aug 2, 2021, 16:05 UTC  It was worth checking. It looks like job execution profiles can’t be created with my permission level. Is this restricted to Milliman?      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Tom Kim <Tom.Kim@milliman.com>  Sent: 02 August 2021 16:53 To: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; integrate-solutions.com <support@integrate-solutions.com>; Danial Kherani <Danial.Kherani@milliman.com> Cc: Richard Blyth <Richard.Blyth@ThePhoenixGroup.Com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; Production Admin Team <ProductionAdminTeam@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: INC4148709: NEW INCIDENT: B3 Workflow Failed IFRS17   Alert! This is an external email sent from tom.kim@milliman.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Thanks Gareth, if it’s ok with you can we try to go ahead & create the new profiles on B3? We want to verify that there are no environment-related restrictions. Regards,   Tom Kim, FSA, FCIA, MAAA  Principal & Consulting Actuary – Life Technology Solutions   Milliman   +1 206 777 4350 Direct +1 416 823 8551 Mobile   milliman.com| email | linkedin   From: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>  Sent: Monday, August 2, 2021 10:32 AM To: Tom Kim <Tom.Kim@milliman.com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; integrate-solutions.com <support@integrate-solutions.com>; Danial Kherani <Danial.Kherani@milliman.com> Cc: Richard Blyth <Richard.Blyth@ThePhoenixGroup.Com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; Production Admin Team <ProductionAdminTeam@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: INC4148709: NEW INCIDENT: B3 Workflow Failed IFRS17   Hi Tom,   Or is the concern that you have Small / Medium / Large profiles already set up & working for other applications, that are different from what we suggest for i17? 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Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary. From: Matthew Richards <Matthew.Richards@thephoenixgroup.com>  Sent: 30 July 2021 10:00 To: 'Milliman Support' <support@integrate-solutions.com> Cc: Richard Blyth <Richard.Blyth@ThePhoenixGroup.Com>; Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Daniel Robinson <Daniel.Robinson@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: INC4148709: NEW INCIDENT: B3 Workflow Failed IFRS17   Hi Ishwar,   Thank you for the information.   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Latest Comment:    Gareth Thomas  Aug 2, 2021, 14:32 UTC  Hi Tom,   Or is the concern that you have Small / Medium / Large profiles already set up & working for other applications, that are different from what we suggest for i17? Yes, this is the concern.   If you can amend the scripts I can create the new execution profiles.   Thanks Gareth      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  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I fear my response might’ve inadvertently only gone to an internal distribution list. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    Hi Matt / Gareth, attached please find the release notes that we provided with the script delivery. Exhibit 3 (Page 7) defines the execution profiles. Can you let us know if that’s different from what you were looking for?    Please note there are a couple of potential revision items for future release notes though: - The document indicates HDInsight 3.6 clusters, which were relevant at the time, but I believe IDM only uses HDInsight 4.0 now. - Our team is still investigating ticket INC4156154. This could result in a change to the definition of one of the cluster types. We’ll let you know about that once the investigation is done.   Thanks and regards,     Tom Kim, FSA, FCIA, MAAA  Principal & Consulting Actuary – Life Technology Solutions   Milliman   +1 206 777 4350 Direct +1 416 823 8551 Mobile   milliman.com| email | linkedin   From: Michael Brunt <Michael.Brunt@thephoenixgroup.com>  Sent: Monday, August 2, 2021 4:25 AM To: integrate-solutions.com <support@integrate-solutions.com>; Danial Kherani <Danial.Kherani@milliman.com>; Tom Kim <Tom.Kim@milliman.com> Cc: Richard Blyth <Richard.Blyth@ThePhoenixGroup.Com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com> Subject: RE: [External] Milliman Support Request: INC4148709: NEW INCIDENT: B3 Workflow Failed IFRS17   Hi Danial & Tom   Please see below. “ETL processes assigned to a given profile should be able to utilise the same settings without having to change the profile for specific processes”   Can you advise as to what developments are being applied to enable this for the IFRS 17 project.   @Rob, please could this be added as an agenda item for Tuesday’s planning meeting.   Regards Mike      Mike Brunt | MG-ALFA Team Analyst office: +442035679384 | email: michael.brunt@thephoenixgroup.com P Please help save the environment, print only if necessary.   From: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>  Sent: Friday, July 30, 2021 10:02 AM To: Matthew Richards <Matthew.Richards@thephoenixgroup.com>; 'Milliman Support' <support@integrate-solutions.com> Cc: Richard Blyth <Richard.Blyth@ThePhoenixGroup.Com>; Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Daniel Robinson <Daniel.Robinson@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: INC4148709: NEW INCIDENT: B3 Workflow Failed IFRS17   Thanks Matt, I agree   In my opinion all ETL processes assigned to a given profile should be able to utilise the same settings without having to change the profile for specific processes.      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary. From: Matthew Richards <Matthew.Richards@thephoenixgroup.com>  Sent: 30 July 2021 10:00 To: 'Milliman Support' <support@integrate-solutions.com> Cc: Richard Blyth <Richard.Blyth@ThePhoenixGroup.Com>; Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Daniel Robinson <Daniel.Robinson@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: INC4148709: NEW INCIDENT: B3 Workflow Failed IFRS17   Hi Ishwar,   Thank you for the information.   It is slightly concerning and time consuming for us to have to manually change configuration on the cluster configuration to get the first process running and further individual IFRS17 IDM runs.   I think going forward, could Milliman provide a fix in the script/config to get the process working on D5\_v2 cores, or create a new execution profile so that we don’t have to change it when running IFRS17 vs everything else.   Long term, I believe a solution or fix needs to be made via Milliman with instructions/release notes to reflect this, please keep us updated with any further progress.   Mike/Stefan/Rob/Gareth – Feel free to add anything further.   Kind regards Matt      Matthew Richards | Production Administration Co-ordinator office: +442035679519 | email: matthew.richards@thephoenixgroup.com P Please help save the environment, print only if necessary. From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 30 July 2021 09:51 Cc: Richard Blyth <Richard.Blyth@ThePhoenixGroup.Com>; Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Gareth Th... |
| 06-09-2021 14:49:06 - Daniel Smith (Work notes) From: Service Desk  Sent: 06 September 2021 14:49 To: Gareth Thomas <Gareth.Thomas@thephoenixgroup.com> Subject: INC4150673 - T2 TCF results processing query - 23 July 2021  Hi Gareth,  Do you know if this ticket can be closed?  We’ve not had any updates for 2 weeks and I wanted to confirm,  Ticket details below  23-07-2021 14:19:30 - Gavin Jaigopaul (Work notes) From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 23 July 2021 13:44 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95420 || INC4150673: NEW INCIDENT: T2 TCF results processing query - 23 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95420 Summary: INC4150673: NEW INCIDENT: T2 TCF results processing query - 23 July 2021 Date Created: Jul 23, 07:57 UTC Customer Reference #:  Priority: Low Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95420) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Paul Beasmore (Milliman LTS Support)  Jul 23, 2021, 12:44 UTC  thanks Gareth,  We will provide updates as out discussions progress.  Best regards, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  23-07-2021 14:19:04 - Gavin Jaigopaul (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 23 July 2021 13:41 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95420 || INC4150673: NEW INCIDENT: T2 TCF results processing query - 23 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95420 Summary: INC4150673: NEW INCIDENT: T2 TCF results processing query - 23 July 2021 Date Created: Jul 23, 07:57 UTC Customer Reference #:  Priority: Low Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95420) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Jul 23, 2021, 12:41 UTC  Hi Paul,   These runs are no different to the SLAL stresses we’ve done throughout testing. In this case though, the bottleneck is a lot more obvious because we can see the dependency requests for the scenario files on the separate testing not being fulfilled.   These runs use the TCF Deterministic template in MG-ALFA, running 880 jobsteps in 11 workspaces (so 9,680 jobsteps) and the TCF Stochastic template, running 268 jobsteps in 11 workspaces (another 2,948 jobsteps). These are large volumes relative to heritage Phoenix, so there’s an internal discussion to be had about whether we can cut down the number of results files per jobstep, but I’d also be interested to know if anything can be done to accommodate these volumes on the DEI.   Thanks Gareth      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  23-07-2021 14:10:48 - Gavin Jaigopaul (Work notes) From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 23 July 2021 13:20 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95420 || INC4150673: NEW INCIDENT: T2 TCF results processing query - 23 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95420 Summary: INC4150673: NEW INCIDENT: T2 TCF results processing query - 23 July 2021 Date Created: Jul 23, 07:57 UTC Customer Reference #:  Priority: Low Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95420) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Paul Beasmore (Milliman LTS Support)  Jul 23, 2021, 12:20 UTC  Hi Gareth,  Thanks.  Would it be possible for you to provide some extra detail on how these runs and different from previous ones.  We can tell from the logs that there is a massive amount of payloads and think if we could understand the runs a little bit better that this might help with our interna discussions.  Thanks, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  23-07-2021 12:54:31 - Daniel Robinson (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 23 July 2021 12:53 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95420 || INC4150673: NEW INCIDENT: T2 TCF results processing query - 23 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95420 Summary: INC4150673: NEW INCIDENT: T2 TCF results processing query - 23 July 2021 Date Created: Jul 23, 07:57 UTC Customer Reference #:  Priority: Low Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95420) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 23, 2021, 11:53 UTC  Hi Gareth,   On review of the system, the DEI is still processing through a backlog of messages(result payloads as you observed) to send through to the Phoenix SAS.   The dependency/associated messages for the highlighted workspaces are yet to be processed and sent by the DEI which has not yet got to these workspace related messages, as these were created and queued after the results messages that the DEI is working through currently.   It is therefore the DEI rather than IFP where the delay is being observed - once the DEI processes through the queue of results it should get to and send through the dependency requests you are currently waiting on.  I am discussing this further internally but if there is any further feedback/questions from your side in the meantime please let me know.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  23-07-2021 11:45:22 - Daniel Robinson (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 23 July 2021 11:44 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95420 || INC4150673: NEW INCIDENT: T2 TCF results processing query - 23 July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95420 Summary: INC4150673: NEW INCIDENT: T2 TCF results processing query - 23 July 2021 Date Created: Jul 23, 07:57 UTC Customer Reference #:  Priority: Low Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95420) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 23, 2021, 10:44 UTC  Hi Gareth,  We are looking into this and will keep you updated with our investigation.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com      Tahir Hussain (Milliman LTS Support)  Jul 23, 2021, 8:07 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Financial Projections (https://t2-pre.mgalfacompute.com)  Severity: This incident is being logged with a severity level of 4.  Issue Description:  Summary: TCF model run results are still being processed by the T2 DEI 3 days after the model run completed Environment: T2 Severity: 4 Reporting period: 12/2020 Valuation activity: No (IMOR Cycle 2) Workspace affected: See below Jobstep affected: See below Data mart affected: N/a Relevant inputs: See below  Detailed description: When running SLAL stresses in MG-ALFA (which use the TCF Deterministic and TCF Stochastic MG-ALFA templates) we observe that it takes a very long time for IFP and DEI to process the results. For example, we started a full set of such runs in T2 on the evening of 19 July 2021 and the DEI is still processing the results files. As a specific example, the following results file was transferred via the DEI at 0739 on 23 July after completing in Compute at 0658 on 20 July.  Workspace: 2020Q4\_IMOR\_TCF\_Cycle2DetVA\_SLHWNP\_20210712\_R0075 Jobstep: NZU Output: Rreq.307:Scn.000 (616cf3dc20c048898b82b459a9e28ac7)  As a result, workspaces started on 20 July have dependency requests that are still waiting to be fulfilled from files in SAS. Specficially, the scenario file depency requests from these workspaces have not yet been processed:  2020Q4\_IMOR\_S2P1\_Cycle1InvRisk2p1\_SLUKSM\_20210720\_R0380 2020Q4\_IMOR\_S2P1\_Cycle1InvRisk2p1\_SLHWWP\_20210720\_R0381 2020Q4\_IMOR\_S2P1\_Cycle1InvRisk2p1\_SLGWP\_20210720\_R0382  And results files from a set of 29 workspaces started on 22 July, including 2020Q4\_IMOR\_S2P1\_Cycle2IMHValn\_PLL100\_20210721\_R0142, have not been received.  The large number of jobsteps within the SLAL stress workspaces, and associated number of results files, is presumably causing a bottleneck that I’d like to better understand (and discuss options to mitigate).  As a first step, can you observe where the bottleneck is? My assumption is IFP (currently scaled to 30 workers) or the DEI.   Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Tahir Hussain Operations Analyst - Life Technology Solutions Milliman +1 (888) 600 8188 or +44 20 3608 0105 support@integrate-solutions.com  23-07-2021 10:26:49 - Daniel Smith (Work notes) Tahir Hussain (Milliman LTS Support)  Jul 23, 2021, 8:07 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Financial Projections (https://t2-pre.mgalfacompute.com)  Severity: This incident is being logged with a severity level of 4.  Issue Description:  Summary: TCF model run results are still being processed by the T2 DEI 3 days after the model run completed Environment: T2 Severity: 4 Reporting period: 12/2020 Valuation activity: No (IMOR Cycle 2) Workspace affected: See below Jobstep affected: See below Data mart affected: N/a Relevant inputs: See below  Detailed description: When running SLAL stresses in MG-ALFA (which use the TCF Deterministic and TCF Stochastic MG-ALFA templates) we observe that it takes a very long time for IFP and DEI to process the results. For example, we started a full set of such runs in T2 on the evening of 19 July 2021 and the DEI is still processing the results files. As a specific example, the following results file was transferred via the DEI at 0739 on 23 July after completing in Compute at 0658 on 20 July.  Workspace: 2020Q4\_IMOR\_TCF\_Cycle2DetVA\_SLHWNP\_20210712\_R0075 Jobstep: NZU Output: Rreq.307:Scn.000 (616cf3dc20c048898b82b459a9e28ac7)  As a result, workspaces started on 20 July have dependency requests that are still waiting to be fulfilled from files in SAS. Specficially, the scenario file depency requests from these workspaces have not yet been processed:  2020Q4\_IMOR\_S2P1\_Cycle1InvRisk2p1\_SLUKSM\_20210720\_R0380 2020Q4\_IMOR\_S2P1\_Cycle1InvRisk2p1\_SLHWWP\_20210720\_R0381 2020Q4\_IMOR\_S2P1\_Cycle1InvRisk2p1\_SLGWP\_20210720\_R0382  And results files from a set of 29 workspaces started on 22 July, including 2020Q4\_IMOR\_S2P1\_Cycle2IMHValn\_PLL100\_20210721\_R0142, have not been received.  The large number of jobsteps within the SLAL stress workspaces, and associated number of results files, is presumably causing a bottleneck that I’d like to better understand (and discuss options to mitigate).  As a first step, can you observe where the bottleneck is? My assumption is IFP (currently scaled to 30 workers) or the DEI.   Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Tahir Hussain Operations Analyst - Life Technology Solutions Milliman +1 (888) 600 8188 or +44 20 3608 0105 support@integrate-solutions.com |
| 27-07-2021 15:35:39 - Marco Benitez (Work notes) The caller did not feel that this issue was resolved  27-07-2021 15:35:39 - Marco Benitez (Work notes) The caller did not feel that this issue was resolved  27-07-2021 15:35:39 - Marco Benitez (Additional comments) reply from: Marco.Benitez@thephoenixgroup.com  I did not need a password reset    Ref:MSG52034715  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ This e-mail and any accompanying documents are confidential and access to it by anyone other than the intended recipient is unauthorised. If you have received it in error, firstly, we are sorry. Secondly, please notify us immediately by e-mail at administrator@thephoenixgroup.com<mailto:administrator@thephoenixgroup.com> and delete the e-mail. Thank you.  Whilst precautions have been taken to ensure that this e-mail and any attachment has been checked for viruses, we cannot guarantee that they are virus free and we cannot accept liability for any damage sustained as a result of software viruses. We would advise you to carry out your own virus checks, especially before opening an attachment.  Pearl Group Services Limited, no. 5549998 is authorised and regulated by the Financial Conduct Authority. Registered in England at 1 Wythall Green Way, Wythall, Birmingham B47 6WG.  Pearl Group Management Services Limited, no. 3588063 is authorised and regulated by the Financial Conduct Authority. Registered in England at 1 Wythall Green Way, Wythall, Birmingham B47 6WG.  Pearl Group Holdings (No. 1) Limited, no. 3524909 is registered in England at Juxon House, 100 St Paul's Churchyard, London EC4M 8BU.  Pearl Group Services Limited, Pearl Group Management Services Limited and Pearl Group Holdings (No.1) Limited are members of the Phoenix group of companies. www.thephoenixgroup.com<http://www.thephoenixgroup.com> \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  26-07-2021 09:45:40 - Daniel Robinson (Additional comments) From: Marco Benitez <Marco.Benitez@thephoenixgroup.com>  Sent: 26 July 2021 09:39 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: SAS Password reset  Hello  I need to change my SAS password periodically from here S:\Password-Setup\Password-Setup password On this occasion I was able to change my password "successfully" but it was then followed by a "system error" message when it tried  to connect (I think it was error code 1326) which presumably means I don't have access to the server in question. Can you investigate please?  Thanks     Marco Benitez | MG-ALFA Team Analyst office: +442035679303 | email: marco.benitez@thephoenixgroup.com P Please help save the environment, print only if necessary. |
| 28-07-2021 14:25:44 - Gavin Jaigopaul (Work notes) From: Jessica Glenn (Milliman Support) <support@integrate-solutions.com>  Sent: 28 July 2021 13:44 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95464 || INC4153359 - New Incident: IDM Extracts missing data - 26th July ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95464 Summary: INC4153359 - New Incident: IDM Extracts missing data - 26th July Date Created: Jul 26, 16:11 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95464) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Jessica Glenn  Jul 28, 2021, 12:43 UTC  Many Thanks Vishal,    Thanks for confirming the cause, I’ve let the project know the outcome of the investigations and they’re happy to close out the ticket.    Kind Regards, Jess      Jessica Glenn | Production Administration Manager office: +442035679135 | email: jessica.glenn@thephoenixgroup.com P Please help save the environment, print only if necessary. From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 27 July 2021 16:06 Cc: Jessica Glenn <Jessica.Glenn@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Sihung Liu <Sihung.Liu@thephoenixgroup.com>; Jason O'Neill (Sopra) <Jason.O'Neill@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4153359 - New Incident: IDM Extracts missing data - 26th July   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  28-07-2021 13:59:42 - Daniel Smith (Work notes) Jessica Glenn  Jul 28, 2021, 12:43 UTC  Many Thanks Vishal,    Thanks for confirming the cause, I’ve let the project know the outcome of the investigations and they’re happy to close out the ticket.    Kind Regards, Jess      Jessica Glenn | Production Administration Manager office: +442035679135 | email: jessica.glenn@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 27 July 2021 16:06 Cc: Jessica Glenn <Jessica.Glenn@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Sihung Liu <Sihung.Liu@thephoenixgroup.com>; Jason O'Neill (Sopra) <Jason.O'Neill@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4153359 - New Incident: IDM Extracts missing data - 26th July   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  27-07-2021 16:07:35 - Gavin Jaigopaul (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 27 July 2021 16:06 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95464 || INC4153359 - New Incident: IDM Extracts missing data - 26th July ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95464 Summary: INC4153359 - New Incident: IDM Extracts missing data - 26th July Date Created: Jul 26, 16:11 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95464) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 27, 2021, 15:06 UTC  Good afternoon Jess,  After liaising with our Tier 2 team, we have identified that these runs are using a projection key override on pk.S2\_DMA\_Ded in IFP, and this key is used by IDM to assign a stress name.   The override is not expected, so it doesn't exist within the IDM mapping and therefore all of the jobsteps here are being dropped.  These kind of defects are usually dealt with by adding the necessary info to the mapping table in the next IDM release.  Does this help explain why the extracts are not being produced?  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  27-07-2021 12:43:41 - Daniel Smith (Work notes) Vishal Tween (Milliman LTS Support)  Jul 27, 2021, 11:02 UTC  Hi Jess,  Thanks for the update. We will continue to investigate and provide updates as we progress.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  27-07-2021 12:43:26 - Daniel Smith (Work notes) Jessica Glenn  Jul 27, 2021, 10:57 UTC  Hi Vishal,    I’ve also checked within the workspaces to see if any of these jobsteps produce the Inv 330 output and it doesn’t look like they do, so it doesn’t concern me that the table status here is 0.    There are results included in the extracts for the other workspaces which also do not have any Inv330 outputs, but not the two new workspaces we’ve ran recently.    We also had an initial error trying to load these workspaces into IDM under ticket reference 95180, and so we added the additional set of workspaces to cover Amrit’s suggestion:    In order to workaround the issue, one quick fix would be to re-run Step1 and include even just a single job-step which produces Inv321 or 322 for the legacy job-steps   Kind Regards, Jess      Jessica Glenn | Production Administration Manager office: +442035679135 | email: jessica.glenn@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 27 July 2021 10:34 Cc: Jessica Glenn <Jessica.Glenn@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Sihung Liu <Sihung.Liu@thephoenixgroup.com>; Jason O'Neill (Sopra) <Jason.O'Neill@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4153359 - New Incident: IDM Extracts missing data - 26th July   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  27-07-2021 09:12:48 - Daniel Robinson (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 27 July 2021 09:12 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95464 || INC4153359 - New Incident: IDM Extracts missing data - 26th July ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95464 Summary: INC4153359 - New Incident: IDM Extracts missing data - 26th July Date Created: Jul 26, 16:11 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95464) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 27, 2021, 8:11 UTC  Hi Jess,  No problem and thanks for advising, I will continue to investigate.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  27-07-2021 08:59:10 - Daniel Robinson (Work notes) From: Jessica Glenn (Milliman Support) <support@integrate-solutions.com>  Sent: 27 July 2021 08:59 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95464 || INC4153359 - New Incident: IDM Extracts missing data - 26th July ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95464 Summary: INC4153359 - New Incident: IDM Extracts missing data - 26th July Date Created: Jul 26, 16:11 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95464) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Jessica Glenn  Jul 27, 2021, 7:58 UTC  Morning Vishal,    My apologies for that, the original ETL link I sent was for the first workflow set up which was later cancelled.    Please use the following ETL for further investigation: https://t1.mgalfacloud.com/Workflow/WorkflowDetails?workflowId=92dcbe21562b4c12afc84eaed60a04e8 apologies for this oversight in the original email.    Kind Regards,  Jess      Jessica Glenn | Production Administration Manager office: +442035679135 | email: jessica.glenn@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 27 July 2021 08:55 Cc: Jessica Glenn <Jessica.Glenn@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Sihung Liu <Sihung.Liu@thephoenixgroup.com>; Jason O'Neill (Sopra) <Jason.O'Neill@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4153359 - New Incident: IDM Extracts missing data - 26th July   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  27-07-2021 08:57:29 - Daniel Robinson (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 27 July 2021 08:55 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95464 || INC4153359 - New Incident: IDM Extracts missing data - 26th July ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95464 Summary: INC4153359 - New Incident: IDM Extracts missing data - 26th July Date Created: Jul 26, 16:11 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95464) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Jul 27, 2021, 7:54 UTC  Hi Jess,  On initial investigation I noticed that the data version of the Step1 workflow does not match the Step1 ETL or the Step2 Workflow.   If this is intentional, could you please provide some context around why the data version changed?  Step1 Workflow:    Step1 ETL:    Step2 Workflow:    Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  26-07-2021 17:25:41 - Gavin Jaigopaul (Work notes) From: Dane Boulton (Milliman Support) <support@integrate-solutions.com>  Sent: 26 July 2021 17:14 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95464 || INC4153359 - New Incident: IDM Extracts missing data - 26th July ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95464 Summary: INC4153359 - New Incident: IDM Extracts missing data - 26th July Date Created: Jul 26, 16:11 UTC Customer Reference #:  Priority:  Agent:  Dear PhoenixIT PhoenixIT Your request (95464) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Dane Boulton (Milliman LTS Support)  Jul 26, 2021, 16:14 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Financial Projections https://t1.mgalfacloud.com • Integrate Data Management https://idm-t1.mgalfacloud.com   Severity: This incident is being logged with a severity level of 3.  Issue Description: An IDM load has completed successfully for the above workspaces, along with a number of other workspaces. The project have tested specific overrides in these workspaces and are now loading them into IDM. The other workspaces within the list seen in the Step 1 workflow (https://t1.mgalfacloud.com/Workflow/WorkflowDetails?workflowId=df627b82fb0a42289c0e755777e9f107) have loaded successfully, and the outputs can be seen within the IDM extracts created. The two workspaces listed above have failed to produce any data within the extracts even though they have completed successfully and appear to have loaded correctly in IDM. This is the first time we’ve ran workspaces with these settings so we have nothing to compare back to with a successful IDM load. Is it possible to investigate the cause of the missing data from within the extracts produced?  Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Dane Boulton Operations Specialist Milliman support@integrate-solutions.com  26-07-2021 17:23:10 - Gavin Jaigopaul (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 26 July 2021 17:11 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] Request received Ticket ID: 95464  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95464 Summary: INC4153359 - New Incident: IDM Extracts missing data - 26th July Date Created: Jul 26, 16:11 UTC Customer Reference #:  Thank you for contacting the Milliman Life Technology Solutions Cloud Services Support Desk. This email confirms that your incident has been received. To add detail to this incident, simply reply to this message (without changing the subject line).  To contact the service desk or to raise the priority of this ticket, please contact the service desk at +44 02036080105 or +1 888-600-8188 Please note that the Milliman Service Desk is monitored from Monday to Friday from 8AM to 6PM GMT, excluding holidays.  [ML03EE-PM7Y]  26-07-2021 17:11:59 - Gavin Jaigopaul (Work notes) From: Service Desk  Sent: 26 July 2021 17:11 To: 'Milliman Support' <support@integrate-solutions.com> Subject: INC4153359 - New Incident: IDM Extracts missing data - 26th July   Good afternoon Team,    Please raise a ticket for the below incident.    Thank you, Gavin     Gavin Jaigopaul | Service Desk Analyst office: +442035679086 | email: gavin.jaigopaul@thephoenixgroup.com P Please help save the environment, print only if necessary. |
| 27-07-2021 15:34:56 - Gordon McKean (Work notes) advised user to restart VDI  27-07-2021 15:29:12 - Daniel Robinson (Work notes) User is in the correct group.  Team please may you advise the user to sign out and sign back in.  Thank you.  27-07-2021 15:29:08 - Daniel Robinson (Work notes) Attachment Capture.PNG added by RobinD |
| 06-09-2021 15:24:09 - Gavin Jaigopaul (Work notes) From: Matthew Richards <Matthew.Richards@thephoenixgroup.com>  Sent: 06 September 2021 14:53 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: RE: 95540 || INC4156154 - B3 Workflow Failing to Transform IFRS17  Yes please close.  Kind regards Matt     Matthew Richards | Production Administration Co-ordinator office: +442035679519 | email: matthew.richards@thephoenixgroup.com P Please help save the environment, print only if necessary.  06-09-2021 14:51:51 - Daniel Smith (Work notes) From: Service Desk  Sent: 06 September 2021 14:52 To: Matthew Richards <Matthew.Richards@thephoenixgroup.com> Subject: 95540 || INC4156154 - B3 Workflow Failing to Transform IFRS17  Hi Matt,  Do you know if this ticket can be closed?  We’ve not had any updates for a month and I wanted to confirm,  Ticket details below  03-08-2021 11:16:37 - Kieran Bramwell (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 03 August 2021 11:15 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95540 || INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95540 Summary: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 Date Created: Jul 29, 10:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95540) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 3, 2021, 10:15 UTC  Hi Phoenix Team,  Milliman investigations into this issue are continuing to progress, with our tier 2 team working to isolate the cause further.   Thank you for your patience in the meantime.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  02-08-2021 12:12:08 - Kieran Bramwell (Work notes) From: Michael Brunt (Milliman Support) <support@integrate-solutions.com>  Sent: 02 August 2021 12:10 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95540 || INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95540 Summary: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 Date Created: Jul 29, 10:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95540) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Michael Brunt  Aug 2, 2021, 11:09 UTC  Hi Ishwar, Danial, Tom, Jay   Please could you include in your update any information on runs that have been attempted and their status.   Regards Mike      Mike Brunt | MG-ALFA Team Analyst office: +442035679384 | email: michael.brunt@thephoenixgroup.com P Please help save the environment, print only if necessary.   From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: Monday, August 2, 2021 10:42 AM Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  02-08-2021 10:53:17 - Kieran Bramwell (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 02 August 2021 10:42 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95540 || INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95540 Summary: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 Date Created: Jul 29, 10:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95540) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 2, 2021, 9:42 UTC  Hi Mike,  This issue has been escalated internally with our tier 2 and 3 teams who are continuing to investigate this further.   Apologies for the delay this is causing, we will provide further updates as soon as they become available.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  02-08-2021 10:52:22 - Kieran Bramwell (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 02 August 2021 10:42 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95540 || INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95540 Summary: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 Date Created: Jul 29, 10:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95540) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 2, 2021, 9:42 UTC  Hi Mike,  This issue has been escalated internally with our tier 2 and 3 teams who are continuing to investigate this further.   Apologies for the delay this is causing, we will provide further updates as soon as they become available.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  02-08-2021 10:27:17 - Kieran Bramwell (Work notes) From: Michael Brunt (Milliman Support) <support@integrate-solutions.com>  Sent: 02 August 2021 10:21 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95540 || INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95540 Summary: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 Date Created: Jul 29, 10:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95540) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Michael Brunt  Aug 2, 2021, 9:21 UTC  Tom, Danial, Jay, Ishwar   Please could you provide an update on progress.   As you are aware this is preventing us delivering nay results from Test Cycle 1 which is impacting the wider IFRS 17 project.   We can see some ETL jobs on B3 which have been cancelled   Regards Mike      Mike Brunt | MG-ALFA Team Analyst office: +442035679384 | email: michael.brunt@thephoenixgroup.com P Please help save the environment, print only if necessary.   From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: Friday, July 30, 2021 9:10 AM Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  30-07-2021 09:13:28 - Daniel Robinson (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 30 July 2021 09:10 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95540 || INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95540 Summary: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 Date Created: Jul 29, 10:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95540) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 30, 2021, 8:10 UTC  Thanks Matt,  We will provide further updates as they become available.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  30-07-2021 09:13:18 - Daniel Robinson (Work notes) From: Matthew Richards (Milliman Support) <support@integrate-solutions.com>  Sent: 30 July 2021 09:09 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95540 || INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95540 Summary: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 Date Created: Jul 29, 10:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95540) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Matthew Richards  Jul 30, 2021, 8:09 UTC  Hi Ishwar,   I can confirm I am happy for you to do this test in B3.   Kind regards Matt      Matthew Richards | Production Administration Co-ordinator office: +442035679519 | email: matthew.richards@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 30 July 2021 09:07 Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  30-07-2021 09:13:07 - Daniel Robinson (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 30 July 2021 09:07 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95540 || INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95540 Summary: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 Date Created: Jul 29, 10:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95540) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 30, 2021, 8:07 UTC  No Problem Matt,  This has been escalated to our tier 2 team who are continuing to investigate.   To troubleshoot this further the tier 2 team will be debugging and potentially running the individual transform that was encountering the issue in B3. Please let us know if there are any concerns/questions with this.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com      Matthew Richards  Jul 30, 2021, 7:33 UTC  Hi Ishwar,   Thank you for the update.   Kind regards Matt      Matthew Richards | Production Administration Co-ordinator office: +442035679519 | email: matthew.richards@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 29 July 2021 18:05 Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  30-07-2021 08:34:31 - Daniel Robinson (Work notes) From: Matthew Richards (Milliman Support) <support@integrate-solutions.com>  Sent: 30 July 2021 08:34 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95540 || INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95540 Summary: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 Date Created: Jul 29, 10:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95540) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Matthew Richards  Jul 30, 2021, 7:33 UTC  Hi Ishwar,   Thank you for the update.   Kind regards Matt      Matthew Richards | Production Administration Co-ordinator office: +442035679519 | email: matthew.richards@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 29 July 2021 18:05 Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  29-07-2021 18:10:12 - Gavin Jaigopaul (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 29 July 2021 18:05 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95540 || INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95540 Summary: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 Date Created: Jul 29, 10:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95540) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 29, 2021, 17:04 UTC  Hi Matt,   We have identified an issue being encountered by the re-run and this is under further investigation by Milliman.  Apologies for the inconvenience, we will provide further updates as they become available.   Kind Regards Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  29-07-2021 16:07:36 - Gavin Jaigopaul (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 29 July 2021 16:05 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95540 || INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95540 Summary: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 Date Created: Jul 29, 10:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95540) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 29, 2021, 15:05 UTC  Thanks Matt,  We are reviewing the progress/logs on the re-run.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  29-07-2021 14:39:59 - Kieran Bramwell (Work notes) From: Matthew Richards (Milliman Support) <support@integrate-solutions.com>  Sent: 29 July 2021 14:35 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95540 || INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95540 Summary: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 Date Created: Jul 29, 10:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95540) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Matthew Richards  Jul 29, 2021, 13:34 UTC  Hi Ishwar,   Thank you for the response.   Workflow: 2018Q4\_2020.11\_v03\_IFRS17TC1\_20210729\_Step2\_R0285\_v5 : https://b3.mgalfacloud.com/Workflow/WorkflowDetails?workflowId=c2edf04052484419880d42cbbd96409d has now been started. ETL: INTEGRATE™ (mgalfacloud.com)   I have cancelled the failing run as advised, if you could kindly keep an eye on the re-run that would be much appreciated.   Kind regards Matt      Matthew Richards | Production Administration Co-ordinator office: +442035679519 | email: matthew.richards@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 29 July 2021 14:11 Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  29-07-2021 14:11:26 - Kieran Bramwell (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 29 July 2021 14:11 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95540 || INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95540 Summary: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 Date Created: Jul 29, 10:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95540) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 29, 2021, 13:11 UTC  Hi Matt, Gareth,  Thank you for advising why the profiles are configured the same.   In discussion with the tier 2 team, they have confirmed this second part ETL requires does need to run on a larger cluster size.   Based on previous successful runs of this ETL in the T4 environment they have advised for the Large Execution Profile, which is used by this second ETL to be updated via the 'configure' option highlighted below to use D5\_v2 node sizes with 15 workers. Once updated please attempt a re-run and feel free to cancel the failing run as it will not complete.   https://idm-b3.mgalfacloud.com/#/executionprofiles      To confirm, the initial job which was under investigation on ticket 95377/INC4148709 only required the Medium profile to be updated - apologies this was not confirmed from our side at the time.  Please let us know once the Large profile change has been made and the re-run started for us to monitor the run from our side. If there are any questions please let us know.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  29-07-2021 14:04:28 - Kieran Bramwell (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 29 July 2021 14:03 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95540 || INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95540 Summary: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 Date Created: Jul 29, 10:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95540) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Jul 29, 2021, 13:03 UTC  Ishwar,   The Small, Medium and Large execution profiles are set to the same size because I didn’t know what profile the initial job that was failing used.   Kind regards, Gareth      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Matthew Richards <Matthew.Richards@thephoenixgroup.com>  Sent: 29 July 2021 13:31 To: 'Milliman Support' <support@integrate-solutions.com> Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17   Hi Ishwar,   Many thanks for the update.   Kind regards Matt      Matthew Richards | Production Administration Co-ordinator office: +442035679519 | email: matthew.richards@thephoenixgroup.com P Please help save the environment, print only if necessary. From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 29 July 2021 13:13 Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  29-07-2021 13:38:54 - Kieran Bramwell (Work notes) From: Matthew Richards (Milliman Support) <support@integrate-solutions.com>  Sent: 29 July 2021 13:31 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95540 || INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95540 Summary: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 Date Created: Jul 29, 10:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95540) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Matthew Richards  Jul 29, 2021, 12:31 UTC  Hi Ishwar,   Many thanks for the update.   Kind regards Matt      Matthew Richards | Production Administration Co-ordinator office: +442035679519 | email: matthew.richards@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 29 July 2021 13:13 Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  29-07-2021 13:14:26 - Kieran Bramwell (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 29 July 2021 13:13 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95540 || INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95540 Summary: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17 Date Created: Jul 29, 10:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95540) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Jul 29, 2021, 12:12 UTC  Hi Matt,  On investigation, I've identified that the transform which is currently in progress on this ETL has failed and retried multiple attempts resulting in the longer than expected runtime. Based on the errors encountered I believe the cause is related to the cluster size being used on this second ETL and I'm currently verifying this internally.   On initial look, the first ETL in the process which now completes successfully uses the Medium Execution Profile while the second part of the ETL is set to use the configured size for the Large Execution Profile.   Both Medium and Large profiles in B3 are however currently configured to use the same size and it is likely that we'll need to update the Large cluster profile with different settings which I am confirming.     I will keep you updated with further details on next steps.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  29-07-2021 12:58:50 - Daniel Smith (Work notes) Michael Brunt  Jul 29, 2021, 11:50 UTC  Please see new incident where second ETL process of workflow is taking a troublingly long time   Regards Mike      Mike Brunt | MG-ALFA Team Analyst office: +442035679384 | email: michael.brunt@thephoenixgroup.com P Please help save the environment, print only if necessary.   From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: Thursday, July 29, 2021 11:43 AM Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4156154: NEW INCIDENT: B3 Workflow Failing to Transform IFRS17   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  29-07-2021 12:41:01 - Daniel Smith (Work notes) Paul Beasmore (Milliman LTS Support)  Jul 29, 2021, 10:42 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Data Management https://b3.mgalfacloud.com  Severity: This incident is being logged with a severity level of 3, which is our default.  Issue Description:  Summary: B3 Workflow Failing to Transform Environment: B3-pre Severity: 3 Reporting period: 12/2018 Valuation activity: n/a IFRS17 Testing Test Cycle 1 Workflow affected: 2018Q4\_2020.11\_v03\_IFRS17TC1\_20210728\_Step12\_R0285\_v4 https://b3.mgalfacloud.com/Workflow/WorkflowDetails?workflowId=... |
| 30-07-2021 09:13:47 - Daniel Robinson (Work notes) From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 30 July 2021 09:13 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95543 || INC4156257: NEW INCIDENT: T1 Pre-Prd JobComputeCosts report issue - 29th July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95543 Summary: INC4156257: NEW INCIDENT: T1 Pre-Prd JobComputeCosts report issue - 29th July 2021 Date Created: Jul 29, 11:49 UTC Customer Reference #:  Priority: Low Agent: Paul Beasmore Dear PhoenixIT PhoenixIT Your request (95543) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Paul Beasmore (Milliman LTS Support)  Jul 30, 2021, 8:13 UTC  Thanks Jess. Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  29-07-2021 17:01:11 - Gavin Jaigopaul (Work notes) From: Jessica Glenn (Milliman Support) <support@integrate-solutions.com>  Sent: 29 July 2021 16:38 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95543 || INC4156257: NEW INCIDENT: T1 Pre-Prd JobComputeCosts report issue - 29th July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95543 Summary: INC4156257: NEW INCIDENT: T1 Pre-Prd JobComputeCosts report issue - 29th July 2021 Date Created: Jul 29, 11:49 UTC Customer Reference #:  Priority: Low Agent: Paul Beasmore Dear PhoenixIT PhoenixIT Your request (95543) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Jessica Glenn  Jul 29, 2021, 15:38 UTC  Hi Paul,    I think I’ve found the error now so happy to close out this ticket.    Many Thanks,  Jess      Jessica Glenn | Production Administration Manager office: +442035679135 | email: jessica.glenn@thephoenixgroup.com P Please help save the environment, print only if necessary.  29-07-2021 13:39:09 - Kieran Bramwell (Work notes) From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 29 July 2021 13:32 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95543 || INC4156257: NEW INCIDENT: T1 Pre-Prd JobComputeCosts report issue - 29th July 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95543 Summary: INC4156257: NEW INCIDENT: T1 Pre-Prd JobComputeCosts report issue - 29th July 2021 Date Created: Jul 29, 11:49 UTC Customer Reference #:  Priority: Low Agent: Paul Beasmore Dear PhoenixIT PhoenixIT Your request (95543) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Paul Beasmore (Milliman LTS Support)  Jul 29, 2021, 12:32 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • MG-ALFA Compute for Azure   Severity: This incident is being logged with a severity level of 4, as this is being classed as a service request.  Issue Description: Summary: The T1 Pre-prd JobComputeCosts report shows no jobs after 10/06/2021 Environment: T1 Pre-prd Severity: 3 Reporting period: N/a Valuation activity: N/a Workspace / Workflow affected: N/a Jobstep / ETL Job affected: N/a Data mart affected: N/a Relevant inputs: N/a Detailed description: Within T1 Pre-prd we’ve noticed that the 180 Day Job Compute Costs report doesn’t contain any information past job 640d9f2f-f68f-464e-855c-78ff1d6ca711 on 10th June 2021. Please could the workaround to unblock the report be performed to allow us to download the required data?  Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  29-07-2021 12:58:26 - Daniel Smith (Work notes) Ticket ID: 95543 Summary: INC4156257: NEW INCIDENT: T1 Pre-Prd JobComputeCosts report issue - 29th July 2021 Date Created: Jul 29, 11:49 UTC Customer Reference #:  Submit and manage all your tickets via our new web portal https://support.integrate-solutions.com Thank you for contacting the Milliman Life Technology Solutions Cloud Services Support Desk. This email confirms that your incident has been received. To add detail to this incident, simply reply to this message (without changing the subject line).  To contact the service desk or to raise the priority of this ticket, please contact the service desk at +44 02036080105 or +1 888-600-8188 Please note that the Milliman Service Desk is monitored from Monday to Friday from 8AM to 6PM GMT, excluding holidays.  Ticket ID: 95543  [80LZVO-DOKM] |
| 04-08-2021 15:02:30 - Daniel Smith (Work notes) added to and AD group which should resolve the issue on next re-log  04-08-2021 14:19:19 - Daniel Robinson (Work notes) From: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>  Sent: 04 August 2021 14:19 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: RE: INC4157040 - #PHX -Milliman Integrate - https://p1.mgalfacloud.com/- user able to log in - missing permision  Hi Daniel,  Can you add Amarjit to APP-PGL-MG-ALFA\_P1\_WebUIProductionAdministrator? This will resolve the issue.  Thanks Gareth     Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  04-08-2021 13:51:36 - Daniel Smith (Work notes) From: Service Desk  Sent: 04 August 2021 13:51 To: Gareth Thomas <Gareth.Thomas@thephoenixgroup.com> Subject: INC4157040 - #PHX -Milliman Integrate - https://p1.mgalfacloud.com/- user able to log in - missing permision  Good afternoon Gareth,  Amarjit Virdi is reporting issues with her MGA site access, she is currently in the following group for P1  APP-PGL-MG-ALFA\_P1\_IDM\_Reporting\_User  Can you confirm if any groups may be missing? I have also attached a screen shot of what they see when they open the site.  Regards,     Daniel Smith | Service Desk Analyst office: +442037350957 | email: daniel.smith@thephoenixgroup.com P Please help save the environment, print only if necessary.  30-07-2021 11:48:42 - Ella Kou (Work notes) Attachment Screenshot missing permissions for Milliman Integrate.msg added by CO64446 |
|  |
| 03-08-2021 09:53:59 - Daniel Smith (Work notes) Tahir Hussain (Milliman LTS Support)  Aug 3, 2021, 8:52 UTC  Hi Gareth  The workers have been scaled down to 4 as per request.  Kind Regards Tahir Hussain Operations Analyst - Life Technology Solutions Milliman +1 (888) 600 8188 or +44 20 3608 0105 support@integrate-solutions.com |
| 05-08-2021 10:37:21 - Daniel Smith (Additional comments) Tahir Hussain (Milliman LTS Support)  Aug 5, 2021, 9:12 UTC  Hi Gareth  We have identified the incident occured due to a slow node. We have re-injected the tasks running on the faulty node from the back end. We are aware of the issue and the latest release of Compute has more monitoring in place to identify the issue earlier.  Kind Regards  Tahir Hussain Operations Analyst - Life Technology Solutions Milliman +1 (888) 600 8188 or +44 20 3608 0105 support@integrate-solutions.com  05-08-2021 09:28:56 - Daniel Smith (Work notes) Tahir Hussain (Milliman LTS Support)  Aug 5, 2021, 7:46 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • MG-ALFA Compute for Azure (https://t2-pre.mgalfacompute.com) • Integrate Financial Projections (https://t2.mgalfacloud.com) • Integrate Data Management (https://idm-t2.mgalfacloud.com)  Severity: This incident is being logged with a severity level of 3, which is our default.  Issue Description:  Summary: Job 4a442 is taking a very long time to process (over 14 hours) Environment: T2-pre Severity: 3 Reporting period: 12/2020 Valuation activity: No (IMOR testing) Workspace affected: 2020Q4\_IMOR\_S2P1\_Cycle1InvRisk2p1Run3\_SLUKSM\_20210804\_R0392 (https://t2.mgalfacloud.com/Workspace/Details?workspaceId=40352c9f62ad4f198056ef597d0fc90a) Jobstep affected: 014 (4a4429fe-9acf-4680-9a45-79df630de99f)   ETL Job affected: https://idm-t2.mgalfacloud.com/#/etljob/t2%7C%7C894aada7-0987-4a22-a681-068de1f5a0ac Data mart affected: GDSKey = 2020Q4\_2021.RC.01\_IMOR\_Cycle1\_InvRisk Relevant inputs: N/a  Detailed description: The above job appears to have a Compute issue; whether it’s not processing or processing very slowly if hasn’t completed about 14 hours in. Other jobs in the same workspace completed in around 2 hours (for example 3b1b5). Please investigate, and re-inject the job if necessary to allow the IDM Step1\_FCMLoad to complete without a full re-run.  Attachments added: None  Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Tahir Hussain Operations Analyst - Life Technology Solutions Milliman +1 (888) 600 8188 or +44 20 3608 0105 support@integrate-solutions.com  05-08-2021 08:41:48 - Daniel Smith (Work notes) Ticket ID: 95706 Summary: INC4162020: NEW INCIDENT: Job 4a442 long processing time in T2-pre – 5 August 2021 Date Created: Aug 5, 07:37 UTC Customer Reference #:  Submit and manage all your tickets via our new web portal https://support.integrate-solutions.com Thank you for contacting the Milliman Life Technology Solutions Cloud Services Support Desk. This email confirms that your incident has been received. To add detail to this incident, simply reply to this message (without changing the subject line).  To contact the service desk or to raise the priority of this ticket, please contact the service desk at +44 02036080105 or +1 888-600-8188 Please note that the Milliman Service Desk is monitored from Monday to Friday from 8AM to 6PM GMT, excluding holidays.  Ticket ID: 95706  [X7L857-8V4W] |
| 09-09-2021 10:41:18 - Daniel Smith (Work notes) Paul Beasmore (Milliman LTS Support)  Sep 9, 2021, 9:12 UTC  Hi Gareth,  I wanted to follow up on this ticket as I wanted to check a couple of things.  1) What if any testing will be taking place before these runs with the H8 grids are ran in Production? 2) What core amount is likely to be needed for a) Testing if any and then b) Production.  Thanks, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  08-09-2021 12:18:05 - Daniel Smith (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 08 September 2021 12:01 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95712 || INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Hi PhoenixIT, We recently provided an update for INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021, Ticket ID 95712. As we have not heard back from you since our update and recent reminder, this ticket will be marked as solved, pending automatic closure in 7 days.  Please let us know if you need more time to work through the information we provided or if any further assistance is still required, by simply replying to the case here https://support.integrate-solutions.com/hc/requests/95712, to keep this ticket open. Thank you, Milliman Support Team  06-09-2021 14:56:45 - Gavin Jaigopaul (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 06 September 2021 13:01 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95712 || INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Hi PhoenixIT, We recently provided an update about INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021, Ticket ID 95712, but we haven’t heard back from you. Please let us know if you need more time to work through the information we provided or if any additional assistance is required, by simply replying to the case here https://support.integrate-solutions.com/hc/requests/95712. Thank you, Milliman Support Team [KYMVL0-X5PQ]  06-09-2021 14:54:22 - Gavin Jaigopaul (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 06 September 2021 13:01 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95712 || INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Hi PhoenixIT, We recently provided an update about INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021, Ticket ID 95712, but we haven’t heard back from you. Please let us know if you need more time to work through the information we provided or if any additional assistance is required, by simply replying to the case here https://support.integrate-solutions.com/hc/requests/95712. Thank you, Milliman Support Team [KYMVL0-X5PQ]  02-09-2021 11:16:11 - Daniel Robinson (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 02 September 2021 11:10 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95712 || INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95712 Summary: INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 Date Created: Aug 5, 11:34 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95712) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Sep 2, 2021, 10:09 UTC  Hi Gareth,  Thanks for advising.  Looking at Ishwar's investigations, we can advise that the H8m node type looks to be most appropriate.  The H8m machine type is an 8 core node, allowing for up to 14GB of memory per task and up to 125GB of disk space per task, which based on the runs we monitored, would be sufficient to allow the tasks to run without resource constraint.   Please let me know if you have any follow up concerns or queries with this.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  01-09-2021 14:08:23 - Gavin Jaigopaul (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 01 September 2021 13:13 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95712 || INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95712 Summary: INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 Date Created: Aug 5, 11:34 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95712) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Sep 1, 2021, 12:12 UTC  Thanks Vishal   I’ll discuss this internally but we would also like to know what VM options we have because it is too late to change the model going into P1 for Q3 reporting.      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 01 September 2021 10:46 Cc: Jessica Glenn <Jessica.Glenn@thephoenixgroup.com>; Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  01-09-2021 10:47:47 - Kieran Bramwell (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 01 September 2021 10:46 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95712 || INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95712 Summary: INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 Date Created: Aug 5, 11:34 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (95712) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Sep 1, 2021, 9:46 UTC  Hi Gareth,  I am picking this ticket up whilst Ishwar is out of office. We have been discussing this internally and whilst we can suggest larger VM sizes, we would first recommend that the data/modelling team investigating this internally before we provide new, larger hardware options.   If the data/modelling team are able to confirm that these outputs aren't asking for more than they expected to receive and aren't producing larger than expected results, we can then look into suggesting larger hardware.   We recommend this approach, as it saves Phoenix running on larger, more costly node types, if the runs may not necessarily need them after being reviewed.  Please advise if you feel this is a viable next step, or if you have any concerns or queries with the above.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  26-08-2021 14:47:14 - Gavin Jaigopaul (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 26 August 2021 13:00 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95712 || INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95712 Summary: INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 Date Created: Aug 5, 11:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95712) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 26, 2021, 11:59 UTC  Hi Gareth,   I'm confirming the options and will get back to you with further details.  Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  26-08-2021 12:24:03 - Kieran Bramwell (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 26 August 2021 12:13 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95712 || INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95712 Summary: INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 Date Created: Aug 5, 11:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95712) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Aug 26, 2021, 11:13 UTC  Thanks Ishwar   Can you send details of the larger VM sizes please so that we can consider options ahead of Q3 reporting? I’m thinking names, size, and cost please.      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 26 August 2021 11:40 Cc: Jessica Glenn <Jessica.Glenn@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  26-08-2021 11:45:09 - Kieran Bramwell (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 26 August 2021 11:40 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95712 || INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95712 Summary: INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 Date Created: Aug 5, 11:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95712) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 26, 2021, 10:39 UTC  Hi Jessica,  Thank you for your patience whilst we gathered the details.   From our review of the re-run I suspect that the original run encountered errors (unexpected task reschedules), due to the node it was executing on running out of disk space. If a node does run out of disk space, it will typically result in any tasks which were executing on the node to unexpectedly reschedule and for the node to potentially enter an unusable state.   Whilst monitoring the BPM workspace re-run (jobsteps 851 and 901), where we re-injected both jobsteps to run on same node, we observed the free disk space on the node drop to ~50GB out of 200 GB after around 3 days of both jobsteps executing.   Looking back at the errored run, it was after approximately 2.5 days where the node encountered the issue. In addition to the 2 jobsteps from the workspace highlighted originally on this ticket, there was however also the 3rd jobstep below from a separate workspace, that was identified as running simultaneously on the same node from the 27th - 30th July.   If this 3rd jobstep was of similar size, this would based on the disk space used by the re-run likely have been enough to exhaust the disk space on the node and subsequently cause unexpected task reschedules.   Jobstep: https://b1.mgalfacloud.com/JobStep/Details?workspaceId=90752e33da1241a2a7332f676f1ab3b2&jobStepId=901  Compute: https://b1-pre.mgalfacompute.com/JobInfo/Details/3c890f43-e556-44ae-9f3e-e4c58112b864   The latest node metrics recorded in our logging around the time errors started, indicated that the available disk space on the node was at only ~4GB(out of 200GB) on the 30th July at 7:38am.   This is shortly prior to the highlighted period below, where the errored jobstep initially rescheduled and the node was then unable to successfully restart the task, as it may have become unusable when disk space had become depleted.  https://b1.mgalfacloud.com/Workspace/Details?workspaceId=9d3fa644200341449fceaa3ddeb14f52  https://b1-pre.mgalfacompute.com/JobInfo/Details/7424e77c-293d-4d00-98d7-dff16a112db9      There are larger VM sizes(with increased cost) available that offer more disk space, which on request we could make available to use, should this continue to be an issue on any further executions of these workspaces specifically.   Please let us know if there are any follow up questions or concerns.   Kind Regards Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  13-08-2021 18:37:01 - Gavin Jaigopaul (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 13 August 2021 17:56 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95712 || INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95712 Summary: INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 Date Created: Aug 5, 11:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95712) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 13, 2021, 16:56 UTC  Hi Jessica,  The re-runs have completed successfully. I will provide a further update based on our findings from the original error job and the monitoring of the runs.   Kind Regards Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  09-08-2021 14:21:18 - Daniel Smith (Work notes) Ishwar Johal (Milliman LTS Support)  Aug 9, 2021, 12:47 UTC  Hi Jessica,  For our troubleshooting, we have re-injected the jobsteps from this workspace so that each of them are running on separate nodes, whilst also leaving the first submissions which are running on the same node for our troubleshooting.   This is to help determine if this was a factor in the errors encountered on the original run where multiple jobsteps were executing on the same node at the time of the errors.   Please let us know if you have any questions/concerns regarding this.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  09-08-2021 13:21:04 - Daniel Smith (Work notes) Ishwar Johal (Milliman LTS Support)  Aug 9, 2021, 12:00 UTC  Thanks Jessica,  We will monitor and review the jobs as they progress.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  09-08-2021 12:15:15 - Daniel Robinson (Work notes) From: Jessica Glenn (Milliman Support) <support@integrate-solutions.com>  Sent: 09 August 2021 12:08 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95712 || INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95712 Summary: INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 Date Created: Aug 5, 11:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95712) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Jessica Glenn  Aug 9, 2021, 11:08 UTC  Hi Ishwar,    We’ve now set up and started the new BPM workspace and would appreciate if this workspace could be monitored to see if it is affected by the same errors seen within the previous workspace attempt.   Workspace is: https://b1.mgalfacloud.com/Workspace/Details?workspaceId=ca25badd54a64045a797be087399552c   Many Thanks,  Jess      Jessica Glenn | Production Administration Manager office: +442035679135 | email: jessica.glenn@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 05 August 2021 15:22 Cc: Jessica Glenn <Jessica.Glenn@thephoenixgroup.com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  05-08-2021 15:23:36 - Gavin Jaigopaul (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 05 August 2021 15:22 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95712 || INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95712 Summary: INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 Date Created: Aug 5, 11:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95712) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 5, 2021, 14:21 UTC  Hi Jessica,  On initial investigation of our logs, jobstep 901 appeared to have been processing normally until it encountered unexpected reschedules on the 30th July from which it was unable to recover.   Jobstep 851 from this same workspace(2021Q2\_Valn\_BPM\_Base\_SLHWWP\_20210719\_R0252) did also encounter similar unexpected reschedules at the same time as 901, however 851 eventually recovered after a few retries, whereas 901 exhausted all retry limits causing the error. Both of these jobsteps notably also encountered these reschedules whilst running on the same node.  The logs captured and reviewed thus far have not identified the cause of these reschedules and with access to the running node no longer available, as the grid scaled down, it will be difficult to further troubleshoot to isolate/confirm what the issue may have been e.g if it was a node specific problem or potentially resource related due to both of these jobsteps running simultaneously on the same node.   To troubleshoot this further it would be helpful for Milliman to investigate a live running instances of the jobstep, however depending on the expected time for completion for this run, kicking off a re-run now may result in it completing or encountering the same issue over the weekend and us losing the node again. In which case we would then request another re-run be initiated next week to monitor/review the job over support hours.  Please let us know if you'd prefer to proceed with a re-run attempt or if Phoenix are also happy to do so, re-run the jobstep on Monday morning for example to allow it be investigated by Milliman during support hours.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  05-08-2021 12:51:09 - Gavin Jaigopaul (Work notes) From: Tahir Hussain (Milliman Support) <support@integrate-solutions.com>  Sent: 05 August 2021 12:44 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95712 || INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95712 Summary: INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 Date Created: Aug 5, 11:34 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95712) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Tahir Hussain (Milliman LTS Support)  Aug 5, 2021, 11:43 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Financial Projections (https://website.mgalfacloud.com)  Severity: This incident is being logged with a severity level of 3, which is our default.  Issue Description: Summary: BPM JS901 completed with errors   Environment: B1 Pre-Prod Severity: 3  Reporting Period: 06/2021 Valuation Activity: Yes  Workflow Affected: https://idm-b1.mgalfacloud.com/#/etljob/b1-preproduction%7C%7C3d0d8176-5265-4188-84e5-af813c5341bc    DataMart: 2021Q2\_2021.RB\_03\_ValnBPM  Workspaces Affected: https://b1.mgalfacloud.com/Workspace/Details?workspaceId=9d3fa644200341449fceaa3ddeb14f52 Jobsteps Affected: 901 Relevant inputs: Inputs received   Detailed Description: As part of the Q2 reporting we’ve ran BPM for the SLAL funds, but JS 901 in the workspace 2021Q2\_Valn\_BPM\_Base\_SLHWWP\_20210719\_R0252 has completed with errors and is now preventing us from loading the full set of BPM results into IDM. A workspace within the same environment, using the same model but different inputs completed successfully here: https://b1.mgalfacloud.com/Workspace/Details?workspaceId=3a75e3a365c341e4a34b1438a4d1b7f2 Is it possible to investigate why this workspace has completed with errors so we can rerun if required and enable us to load the relevant workspaces into IDM?   Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Tahir Hussain Operations Analyst - Life Technology Solutions Milliman +1 (888) 600 8188 or +44 20 3608 0105 support@integrate-solutions.com  05-08-2021 12:36:29 - Gavin Jaigopaul (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 05 August 2021 12:34 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Request received] ID: [Request received] 95712 || INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95712 Summary: INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021 Date Created: Aug 5, 11:34 UTC Customer Reference #:  Submit and manage all your tickets via our new web portal https://support.integrate-solutions.com Thank you for contacting the Milliman Life Technology Solutions Cloud Services Support Desk. This email confirms that your incident has been received. To add detail to this incident, simply reply to this message (without changing the subject line).  To contact the service desk or to raise the priority of this ticket, please contact the service desk at +44 02036080105 or +1 888-600-8188 Please note that the Milliman Service Desk is monitored from Monday to Friday from 8AM to 6PM GMT, excluding holidays.  Ticket ID: 95712  [KYMVL0-X5PQ]  05-08-2021 12:34:38 - Gavin Jaigopaul (Work notes) From: Service Desk  Sent: 05 August 2021 12:34 To: 'Milliman Support' <support@integrate-solutions.com> Subject: INC4162429 - New Incident: B1 BPM JS 901 complete with errors - 5 August 2021  Good afternoon Team,    Please may a ticket be raised for the below incident?    Thank you, Gavin     Gavin Jaigopaul | Service Desk Analyst office: +442035679086 | email: gavin.jaigopaul@thephoenixgroup.com P Please help save the environment, print only if necessary. |
| 06-08-2021 14:08:58 - Daniel Robinson (Work notes) From: Jessica Glenn (Milliman Support) <support@integrate-solutions.com>  Sent: 06 August 2021 14:08 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95720 || INC4162694 - New Incident - Cloud error, missing sims - 5 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95720 Summary: INC4162694 - New Incident - Cloud error, missing sims - 5 August 2021 Date Created: Aug 5, 16:26 UTC Customer Reference #:  Priority: Normal Agent: Paul Beasmore Dear PhoenixIT PhoenixIT Your request (95720) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Jessica Glenn  Aug 6, 2021, 13:07 UTC  Thanks Paul,    I’ll forward on the details internally and ensure a new ticket is raised for any further investigation.   Many Thanks,  Jess      Jessica Glenn | Production Administration Manager office: +442035679135 | email: jessica.glenn@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 06 August 2021 13:18 Cc: Jethro Hallett <Jethro.Hallett@thephoenixgroup.com>; Jessica Glenn <Jessica.Glenn@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Sihung Liu <Sihung.Liu@thephoenixgroup.com>; Amritpal Brom <Amritpal.Brom@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4162694 - New Incident - Cloud error, missing sims - 5 August 2021   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  06-08-2021 13:19:59 - Daniel Robinson (Work notes) From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 06 August 2021 13:18 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95720 || INC4162694 - New Incident - Cloud error, missing sims - 5 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95720 Summary: INC4162694 - New Incident - Cloud error, missing sims - 5 August 2021 Date Created: Aug 5, 16:26 UTC Customer Reference #:  Priority: Normal Agent: Paul Beasmore Dear PhoenixIT PhoenixIT Your request (95720) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Paul Beasmore (Milliman LTS Support)  Aug 6, 2021, 12:18 UTC  Hi Jethro and Jess,  I have just ran this job locally and I can confirm it also fails when running on my desktop so this does seem to be a model/data issue and not system related.  Error when ran locally:     I have spoken to Bruce and I believe the next step is for Phoenix to package a desktop version up and ask for this to be investigated further by Milliman but not via this ticket.  I will mark this call as resolved as this is not system related, however if you disagree or wish to discuss further then please do not hesitate to contact me or reply to this email.  Best regards,  Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  06-08-2021 10:37:29 - Daniel Smith (Work notes) Paul Beasmore (Milliman LTS Support)  Aug 6, 2021, 8:05 UTC  Thanks Jethro,  I will discuss this further with Bruce.  Best regards, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  06-08-2021 09:07:28 - Daniel Smith (Work notes) Paul Beasmore (Milliman LTS Support)  Aug 6, 2021, 8:05 UTC  Thanks Jethro,  I will discuss this further with Bruce.  Best regards, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  06-08-2021 09:02:24 - Daniel Smith (Work notes) Jethro Hallett  Aug 6, 2021, 7:56 UTC  Hello,   I note there is an existing Finance Incident FINC004935 “IMOR Cycle2 - Exploding BEL in SLHWWP TCF run” opened on 28/07 where investigation from Bruce Keenan has identified an issue within the model being used here in T2 - Valuation\_11.4.2028\_2021.RC.01.01   “Problem is on Proj.SJE and simulation 988 for SLHWWP in the Stochastic TCF runs”   It seems a coincidence as it’s also Sim 988 so can someone at Milliman please confirm if that model issue would have caused this cloud error?   Kind regards, Jethro   Jethro Hallett | Change & Release Manager Finance Data, Systems and Change - Process Documentation link office: +442035679543 | email: jethro.hallett@thephoenixgroup.com  05-08-2021 18:05:38 - Gavin Jaigopaul (Work notes) From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 05 August 2021 18:01 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95720 || INC4162694 - New Incident - Cloud error, missing sims - 5 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95720 Summary: INC4162694 - New Incident - Cloud error, missing sims - 5 August 2021 Date Created: Aug 5, 16:26 UTC Customer Reference #:  Priority: Normal Agent: Paul Beasmore Dear PhoenixIT PhoenixIT Your request (95720) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Paul Beasmore (Milliman LTS Support)  Aug 5, 2021, 17:01 UTC  Hi Jessica,  Can you confirm if this issue has been investigated locally as the error message is pointing towards a model/date issue and not a system issue: Model error: === [989\model.err] === 2183(E): mLiab GetUdfValue function returned bad result. Function: CMLIAB01 at (y,m)=(25,205). Module: mLiab Scenario: 988 Cycle: 25 Category: cwp 11 024 F\_\_\_\_\_\_\_\_\_ 1969 [ 1:0] ERROR: ahost.exe with arguments ". . model.cmd 989 -f "s 988 1001"" completed with exit code: -529697949.  If further assistance is needed please let us know.  Best regards Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  05-08-2021 18:05:10 - Gavin Jaigopaul (Work notes) From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 05 August 2021 17:58 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95720 || INC4162694 - New Incident - Cloud error, missing sims - 5 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95720 Summary: INC4162694 - New Incident - Cloud error, missing sims - 5 August 2021 Date Created: Aug 5, 16:26 UTC Customer Reference #:  Priority: Normal Agent: Paul Beasmore Dear PhoenixIT PhoenixIT Your request (95720) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Paul Beasmore (Milliman LTS Support)  Aug 5, 2021, 16:57 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • MG-ALFA Compute for Azure https://t2.mgalfacloud.com/   Severity: This incident is being logged with a severity level of 3, which is our default.  Issue Description:  Detailed Description: The workspace above has been ran as part of testing, and during review we’ve found that the full stochastic run has only produced results for 1000 of the 1001 sims (Sim988 is missing) and produces the following model error: Model error: === [989\model.err] === 2183(E): mLiab GetUdfValue function returned bad result. Function: CMLIAB01 at (y,m)=(25,205). Module: mLiab Scenario: 988 Cycle: 25 Category: cwp 11 024 F\_\_\_\_\_\_\_\_\_ 1969 [ 1:0] ERROR: ahost.exe with arguments ". . model.cmd 989 -f "s 988 1001"" completed with exit code: -529697949 Is it possible to investigate the reasoning behind this error, at present this issue has an affect on the cloud results itself but will also affect the IDM results loaded for further review. Kind Regards, Jess  Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  05-08-2021 17:27:49 - Gavin Jaigopaul (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 05 August 2021 17:26 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Request received] ID: [Request received] 95720 || INC4162694 - New Incident - Cloud error, missing sims - 5 August 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95720 Summary: INC4162694 - New Incident - Cloud error, missing sims - 5 August 2021 Date Created: Aug 5, 16:26 UTC Customer Reference #:  Submit and manage all your tickets via our new web portal https://support.integrate-solutions.com Thank you for contacting the Milliman Life Technology Solutions Cloud Services Support Desk. This email confirms that your incident has been received. To add detail to this incident, simply reply to this message (without changing the subject line).  To contact the service desk or to raise the priority of this ticket, please contact the service desk at +44 02036080105 or +1 888-600-8188 Please note that the Milliman Service Desk is monitored from Monday to Friday from 8AM to 6PM GMT, excluding holidays.  Ticket ID: 95720  [3LXK9Q-RVMV]  05-08-2021 17:26:14 - Gavin Jaigopaul (Work notes) From: Service Desk  Sent: 05 August 2021 17:26 To: 'Milliman Support' <support@integrate-solutions.com> Subject: INC4162694 - New Incident - Cloud error, missing sims - 5 August 2021  Good afternoon Team,     Please raise a ticket for the below incident.    Thank you, Gavin     Gavin Jaigopaul | Service Desk Analyst office: +442035679086 | email: gavin.jaigopaul@thephoenixgroup.com P Please help save the environment, print only if necessary. |
| 06-09-2021 14:56:09 - Daniel Smith (Work notes) From: Service Desk  Sent: 06 September 2021 14:56 To: Matthew Richards <Matthew.Richards@thephoenixgroup.com> Subject: 95748 || INC4163179 - B3 IVM New Business Workspaces Failing  Hi Matt,  Do you know if this ticket can be closed?  We’ve not had any updates for a month and I wanted to confirm,  Ticket details below  06-08-2021 15:07:38 - Daniel Robinson (Work notes) From: Michael Brunt (Milliman Support) <support@integrate-solutions.com>  Sent: 06 August 2021 15:06 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95748 || INC4163179: NEW INCIDENT: B3 IVM New Business Workspaces Failing ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95748 Summary: INC4163179: NEW INCIDENT: B3 IVM New Business Workspaces Failing Date Created: Aug 6, 09:59 UTC Customer Reference #:  Priority: Normal Agent:  Dear PhoenixIT PhoenixIT Your request (95748) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Michael Brunt  Aug 6, 2021, 14:06 UTC  Hi Tom   This is immensely frustrating to be told mid-way through the test cycle, that the process has changed to use a single scalar file rather than as in 2020 separate new business and in force files   If I understand Danial correctly, we are to supply one scalar file that contains both new business at the previous year end and inforce business at the current valuation date and store this is in the DEI location linked to the new business run at the previous year end   Regards Mike      Mike Brunt | MG-ALFA Team Analyst office: +442035679384 | email: michael.brunt@thephoenixgroup.com P Please help save the environment, print only if necessary.   From: Danial Kherani <Danial.Kherani@milliman.com>  Sent: Friday, August 6, 2021 2:53 PM To: Michael Brunt <Michael.Brunt@thephoenixgroup.com>; integrate-solutions.com <support@integrate-solutions.com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com> Cc: Tom Kim <Tom.Kim@milliman.com>; Jay Brown <jay.brown@milliman.com>; Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Production Admin Team <ProductionAdminTeam@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; Sarah Cooper (Milliman) <Sarah.Cooper@milliman.com>; Fabrizio Marrama (Sopra) <Fabrizio.Marrama@thephoenixgroup.com> Subject: [External] RE: Milliman Support Request: INC4163179: NEW INCIDENT: B3 IVM New Business Workspaces Failing   Alert! This is an external email sent from danial.kherani@milliman.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Mike,    Just to clarify an item:   “for the DEI Inputs for the New Business at 12/2019, but run at 12/2018 and the In force business at 12/2019 to be in the same”   It needs to be in the same .txt file and not the same folder. DEI folder can only accept one scalar and vector file.    Just a quick example from my testing. I use this .txt file as part of 12/2019 NB run and the 03/2020 IF run:       Happy to discuss this over a call shortly if you would like.    Regards,   Danial Kherani, ASA, ACIA Associate Actuary – Life Technology Solutions   Milliman   +1 519 722 8105 Mobile   milliman.com| email | linkedin   From: Danial Kherani  Sent: Friday, August 6, 2021 9:46 AM To: 'Michael Brunt' <Michael.Brunt@thephoenixgroup.com>; integrate-solutions.com <support@integrate-solutions.com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com> Cc: Tom Kim <Tom.Kim@milliman.com>; Jay Brown <jay.brown@milliman.com>; Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Production Admin Team <ProductionAdminTeam@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; Sarah Cooper <sarah.cooper@milliman.com>; Fabrizio Marrama (Sopra) <Fabrizio.Marrama@thephoenixgroup.com> Subject: RE: Milliman Support Request: INC4163179: NEW INCIDENT: B3 IVM New Business Workspaces Failing   Hi Mike,    [DK] comments.   Danial Kherani, ASA, ACIA Associate Actuary – Life Technology Solutions   Milliman   +1 519 722 8105 Mobile   milliman.com| email | linkedin   From: Michael Brunt <Michael.Brunt@thephoenixgroup.com>  Sent: Friday, August 6, 2021 9:21 AM To: Danial Kherani <Danial.Kherani@milliman.com>; integrate-solutions.com <support@integrate-solutions.com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com> Cc: Tom Kim <Tom.Kim@milliman.com>; Jay Brown <jay.brown@milliman.com>; Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Production Admin Team <ProductionAdminTeam@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; Sarah Cooper <sarah.cooper@milliman.com>; Fabrizio Marrama (Sopra) <Fabrizio.Marrama@thephoenixgroup.com> Subject: RE: Milliman Support Request: INC4163179: NEW INCIDENT: B3 IVM New Business Workspaces Failing   Hi Danial   Thanks for your help.   Regards your final point – for the DEI Inputs for the New Business at 12/2019, but run at 12/2018 and the In force business at 12/2019 to be in the same folder, am I correct that the Sys.Dataversion for all the workspaces and workflows for both NB and IF also needs to be the same? This is contrary to the footnote at the bottom of page 13 in "2020 IFRS17 Phase 1 - Integrate Configuration - v05" which states "Note that [the Sys.DataVersion for New Business Initialisation] will be different from the Sys.DataVersion used in the all business IVM".  Please confirm ASAP to enable us to begin re-configuration [DK] No it doesn’t have to be the same. However, we have dedicated IFP publish ETLs for New Bus and Subsequent runs and the Valuation dates of these would be different as well. So even if the sys.dataversion key is same, we will have other metadata that will be different and it will work. Apologies, if I didn’t understand your question properly but in short, it is always safe to have different sys,dataversion key for each workflow.    As to your second point, I was aware that we did not have ENTPLAL new business, but why would this lead to an ‘empty’ MPF – does the DEI filter the scalar file in to Entity specific files? Could this and other specifics of the system be include in expanded configuration documentation from Milliman. [DK] It is just how IDM works with Model point files. I believe the technical term here is “Partition Transform”. If the data is not there for a certain entity [ENTPLAL in this case], there is no way for IDM to know that it needs to publish MPF for ENTPLAL. Running with an empty MPF is the same as not running ENTPLAL NB workspace at all. Can that be an option for TC1? I can include this as part of expanded configuration.      Finally, as to your first point, I feel this is a change of approach from 2020 Wave 1, but cannot be sure. As such @Fab, please note for new business scalar file, the internal valuation date needs to be that of the previous year end (reflecting the MPF etc.). [DK] Unsure if I my input was needed here.        Regards Mike      Mike Brunt | MG-ALFA Team Analyst office: +442035679384 | email: michael.brunt@thephoenixgroup.com P Please help save the environment, print only if necessary.   From: Danial Kherani <Danial.Kherani@milliman.com>  Sent: Friday, August 6, 2021 1:32 PM To: integrate-solutions.com <support@integrate-solutions.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com> Cc: Tom Kim <Tom.Kim@milliman.com>; Jay Brown <jay.brown@milliman.com>; Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Production Admin Team <ProductionAdminTeam@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; Sarah Cooper (Milliman) <Sarah.Cooper@milliman.com> Subject: [External] RE: Milliman Support Request: INC4163179: NEW INCIDENT: B3 IVM New Business Workspaces Failing   Alert! This is an external email sent from danial.kherani@milliman.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Hi Mike,    Few things to note here for following ETL: https://idm-b3.mgalfacloud.com/#/etljob/b3-preproduction%7C%7Cb6d92396-98cf-4015-ac12-4d585e44d233   · I downloaded the DEI inputs used here and I see the Valuation Date used is 12/2019. I would expect it to be 12/2018. o IDM is unable to find records at 12/2018 to publish.  o Unlike factor files, IDM cannot upload/publish empty Model Point files to IFP and therefore IFRS17 New Bus workspace won’t start.   · Also, I see you sent some screenshots for ENTPLAL and PLG workspaces IVM. Just to note, the scalar inputs you have added has PLG and ENTPLL. So even if the valuation data in the DEI input, was correct ENTPLAL wouldn’t have started as IDM doesn’t publish empty model point file and workspace dependency wouldn’t have been met.    · Lastly, I see the DEI inputs are only New Bus inputs. I would expect the inputs would consist of the following two: o Dummy NewBus data at 12/2018 o Subsequent data at 12/2019 § Because there is no 12/2019 subsequent data currently in the DEI inputs, you will face similar problems when the time comes to run 12/2019 subsequent run.   Let me know if you have any questions.  Regards,   Danial Kherani, ASA, ACIA Associate Actuary – Life Technology Solutions   Milliman   +1 519 722 8105 Mobile   milliman.com| email | linkedin  06-08-2021 14:21:52 - Daniel Robinson (Work notes) From: Michael Brunt (Milliman Support) <support@integrate-solutions.com>  Sent: 06 August 2021 14:21 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95748 || INC4163179: NEW INCIDENT: B3 IVM New Business Workspaces Failing ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95748 Summary: INC4163179: NEW INCIDENT: B3 IVM New Business Workspaces Failing Date Created: Aug 6, 09:59 UTC Customer Reference #:  Priority: Normal Agent:  Dear PhoenixIT PhoenixIT Your request (95748) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Michael Brunt  Aug 6, 2021, 13:20 UTC  Hi Danial   Thanks for your help.   Regards your final point – for the DEI Inputs for the New Business at 12/2019, but run at 12/2018 and the In force business at 12/2019 to be in the same folder, am I correct that the Sys.Dataversion for all the workspaces and workflows for both NB and IF also needs to be the same? This is contrary to the footnote at the bottom of page 13 in "2020 IFRS17 Phase 1 - Integrate Configuration - v05" which states "Note that [the Sys.DataVersion for New Business Initialisation] will be different from the Sys.DataVersion used in the all business IVM".  Please confirm ASAP to enable us to begin re-configuration   As to your second point, I was aware that we did not have ENTPLAL new business, but why would this lead to an ‘empty’ MPF – does the DEI filter the scalar file in to Entity specific files? Could this and other specifics of the system be include in expanded configuration documentation from Milliman.   Finally, as to your first point, I feel this is a change of approach from 2020 Wave 1, but cannot be sure. As such @Fab, please note for new business scalar file, the internal valuation date needs to be that of the previous year end (reflecting the MPF etc.).     Regards Mike      Mike Brunt | MG-ALFA Team Analyst office: +442035679384 | email: michael.brunt@thephoenixgroup.com P Please help save the environment, print only if necessary.   From: Danial Kherani <Danial.Kherani@milliman.com>  Sent: Friday, August 6, 2021 1:32 PM To: integrate-solutions.com <support@integrate-solutions.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com> Cc: Tom Kim <Tom.Kim@milliman.com>; Jay Brown <jay.brown@milliman.com>; Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Production Admin Team <ProductionAdminTeam@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; Sarah Cooper (Milliman) <Sarah.Cooper@milliman.com> Subject: [External] RE: Milliman Support Request: INC4163179: NEW INCIDENT: B3 IVM New Business Workspaces Failing   Alert! This is an external email sent from danial.kherani@milliman.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Hi Mike,    Few things to note here for following ETL: https://idm-b3.mgalfacloud.com/#/etljob/b3-preproduction%7C%7Cb6d92396-98cf-4015-ac12-4d585e44d233   · I downloaded the DEI inputs used here and I see the Valuation Date used is 12/2019. I would expect it to be 12/2018. o IDM is unable to find records at 12/2018 to publish.  o Unlike factor files, IDM cannot upload/publish empty Model Point files to IFP and therefore IFRS17 New Bus workspace won’t start.   · Also, I see you sent some screenshots for ENTPLAL and PLG workspaces IVM. Just to note, the scalar inputs you have added has PLG and ENTPLL. So even if the valuation data in the DEI input, was correct ENTPLAL wouldn’t have started as IDM doesn’t publish empty model point file and workspace dependency wouldn’t have been met.    · Lastly, I see the DEI inputs are only New Bus inputs. I would expect the inputs would consist of the following two: o Dummy NewBus data at 12/2018 o Subsequent data at 12/2019 § Because there is no 12/2019 subsequent data currently in the DEI inputs, you will face similar problems when the time comes to run 12/2019 subsequent run.   Let me know if you have any questions.  Regards,   Danial Kherani, ASA, ACIA Associate Actuary – Life Technology Solutions   Milliman   +1 519 722 8105 Mobile   milliman.com| email | linkedin  06-08-2021 13:24:14 - Daniel Robinson (Work notes) From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 06 August 2021 13:22 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95748 || INC4163179: NEW INCIDENT: B3 IVM New Business Workspaces Failing ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95748 Summary: INC4163179: NEW INCIDENT: B3 IVM New Business Workspaces Failing Date Created: Aug 6, 09:59 UTC Customer Reference #:  Priority: Normal Agent: Paul Beasmore Dear PhoenixIT PhoenixIT Your request (95748) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Paul Beasmore (Milliman LTS Support)  Aug 6, 2021, 12:22 UTC  Thanks Mike,  I have also included Tom and Danial as I think they will be able to assist.  We will send updates as we progress with out investigations.  Best regards, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  06-08-2021 13:10:41 - Daniel Robinson (Work notes) From: Michael Brunt (Milliman Support) <support@integrate-solutions.com>  Sent: 06 August 2021 13:02 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95748 || INC4163179: NEW INCIDENT: B3 IVM New Business Workspaces Failing ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95748 Summary: INC4163179: NEW INCIDENT: B3 IVM New Business Workspaces Failing Date Created: Aug 6, 09:59 UTC Customer Reference #:  Priority: Normal Agent: Paul Beasmore Dear PhoenixIT PhoenixIT Your request (95748) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Michael Brunt  Aug 6, 2021, 12:01 UTC  Hi Paul I've cc'd Tom Kim and Danial Kherani who are the Milliman SMEs on IFRS 17 that PHX has been working with. As you point out, the workspaces are waiting for the liability input. This is supplied as a scalar file in the DEI and uploaded via a workflow. The configuration information supplied by Milliman is attached "2020 IFRS17 Phase 1 - Integrate Configuration - v05" The workflow to upload the inputs from the DEI associated with these workspaces is: https://b3.mgalfacloud.com/Workflow/WorkflowDetails?workflowId=be2c99d89e4842ea9fd09921a1eb748a I have also compared a successful workflow and workspace combination from T4. https://t4.mgalfacloud.com/JobStep/Details?workspaceId=352baa0466494419a3621f265f7d9fc9&jobStepId=001 https://t4.mgalfacloud.com/Workflow/WorkflowStepDetails?workflowId=c54fe40ec3db421394f45e79db94bf88&workflowStepId=21 I have included the comparisons as T4\_DEIinputs\_IVMws\_cf\_Wkflw and b3\_DEIinputs\_IVMws\_cf\_Wkflw for B3 From this I note that in T4 the values match between workspace and workflow for i17.OutputVersion and i17.WSKey This is not the case for B3, though nor it is a specified requirement in the configuration document. The other discrepancy I note, is that in T4 for the workspace i17.WSType is set to "VALN" whereas, as sepcified, in B3 for the workspaces this is set ot "VALNNB" Please keep us informed of the progress of your investigation Mike Brunt  06-08-2021 11:53:19 - Daniel Smith (Work notes) Paul Beasmore (Milliman LTS Support)  Aug 6, 2021, 10:44 UTC  Thanks Matt,  I will wait for further details so I can investigate further.  Best regards, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  06-08-2021 11:52:45 - Daniel Smith (Work notes) Matthew Richards  Aug 6, 2021, 10:33 UTC  Hi Paul,   That’s correct, I believe the scaler file for the IVM workspaces produces this and this is present.   The IVM workspaces work slightly different to how we usually run and pick up files in the normal workspaces we run.   @ Mike can you expand further please to Paul to provide anything I may have missed, Or a more in-depth detail for Paul and Milliman’s understanding.   Kind regards Matt      Matthew Richards | Production Administration Co-ordinator office: +442035679519 | email: matthew.richards@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 06 August 2021 11:23 Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4163179: NEW INCIDENT: B3 IVM New Business Workspaces Failing   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  06-08-2021 11:29:18 - Daniel Smith (Work notes) Paul Beasmore (Milliman LTS Support)  Aug 6, 2021, 10:23 UTC  Hi Matt,  I have looked at those workspaces and I can see that the liabilities file is missing form the workspaces and this is why they have not started.     Can you please provide further details on what workspace/ETL process produced this file please?  Thanks, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  06-08-2021 11:28:54 - Daniel Smith (Work notes) Tahir Hussain (Milliman LTS Support)  Aug 6, 2021, 10:06 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Financial Projections (https://b3.mgalfacloud.com)  Severity: This incident is being logged with a severity level of 3, which is our default.  Issue Description:  Summary: B3 IVM New Business Workspaces Failing Environment: B3-pre Severity: 3 Reporting period: 12/2018 Valuation activity: n/a IFRS17 Testing Test Cycle 1  Workspaces affected: 2018Q4\_IFRS17\_NBInitial\_IVMTC1\_PLG\_20210715\_R0364 - https://b3.mgalfacloud.com/Workspace/Details?workspaceId=cbf87a3a01ae4c33b8abd2475431e0c4  2018Q4\_IFRS17\_NBInitial\_IVMTC1\_ENTPLL\_20210715\_R0365 - https://b3.mgalfacloud.com/Workspace/Details?workspaceId=e3025d3d67684091b09dabc67a5be55f  2018Q4\_IFRS17\_NBInitial\_IVMTC1\_ENTPLAL\_20210715\_R0366 - https://b3.mgalfacloud.com/Workspace/Details?workspaceId=002cd75a1a724ea58dfe688d5fdca949  2018Q4\_IFRS17\_NBInitial\_IVMTC1\_ENTSLAL\_20210715\_R0367 - https://b3.mgalfacloud.com/Workspace/Details?workspaceId=47f715ccffe2404194356e16ca553ca6  2018Q4\_IFRS17\_NBInitial\_IVMTC1\_ENTSLINTL\_20210715\_R0368 – https://b3.mgalfacloud.com/Workspace/Details?workspaceId=f1d10bd9772042b9919869c894327b41   Detailed description: This morning we started the new business IVM workspaces for the IFRS17 project, but unfortunately the workspaces appear to be stuck. The workspaces appear to be stuck on the liability section within JS001. The documentation provided by Milliman has been followed and configuration appears to be correct, but we appear to have run into this issue. Please pass the ticket onto Milliman to investigate. Desktop/Phoenix team: please feel free to add anything further.   Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Tahir Hussain Operations Analyst - Life Technology Solutions Milliman +1 (888) 600 8188 or +44 20 3608 0105 support@integrate-solutions.com |
| 19-08-2021 10:58:18 - Daniel Smith (Work notes) Ishwar Johal (Milliman LTS Support)  Aug 19, 2021, 9:34 UTC  Thanks, Gareth for the confirmation.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  19-08-2021 09:44:35 - Daniel Robinson (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 19 August 2021 09:43 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95779 || INC4164859: New Incident - Jobstep 9f568 submission failed in T2 - 9 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95779 Summary: INC4164859: New Incident - Jobstep 9f568 submission failed in T2 - 9 August 2021 Date Created: Aug 9, 09:24 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95779) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 19, 2021, 8:42 UTC  Hi Gareth,   The issues observed on this ticket were related to the throttling of the IFP storage issue discussed externally, which is an issue being targeted by the IFP patch deployment tomorrow.   The high storage load during the highlighted jobstep submissions and the workspaces startups, resulted in errors which impacted these processes, resulting in the issues which occurred.   Please let us know if you have any follow up questions/concerns for this incident.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  09-08-2021 14:33:34 - Daniel Smith (Work notes) Gareth Thomas  Aug 9, 2021, 13:21 UTC  The replacement ETL has now been started: https://idm-t2.mgalfacloud.com/#/etljob/t2%7C%7C12eb6771-b99d-46fa-be59-ca3c68589f27.   Unfortunately one of the replacement jobs doesn’t appear to have reached Compute:   2021Q2\_DR6\_S2P1\_IMHManualsRun2\_PWP\_20210809\_R0391 https://t2.mgalfacloud.com/Workspace/Details?workspaceId=33a2b183ee3d4a3b85539f3410b245e4 44b1fb53-17f3-49a3-8c42-ed40d2a70eec   Can this be looked at?      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 09 August 2021 13:19 Cc: Jessica Glenn <Jessica.Glenn@thephoenixgroup.com>; Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4164859: New Incident - Jobstep 9f568 submission failed in T2 - 9 August 2021   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  09-08-2021 12:28:26 - Daniel Robinson (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 09 August 2021 12:27 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95779 || INC4164859: New Incident - Jobstep 9f568 submission failed in T2 - 9 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95779 Summary: INC4164859: New Incident - Jobstep 9f568 submission failed in T2 - 9 August 2021 Date Created: Aug 9, 09:24 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95779) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Aug 9, 2021, 11:26 UTC  Thanks Ishwar,   I’ve cancelled the ETL process and we’ll set up a replacement.   Two workspaces have been started to replace the ones affected by the overload issue: https://t2.mgalfacloud.com/Workspace/Details?workspaceId=33a2b183ee3d4a3b85539f3410b245e4 https://t2.mgalfacloud.com/Workspace/Details?workspaceId=08c115fba4384948997eb4e5020eab07   Based on the current view in Ops Manager, they appear to be ok this time.      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  09-08-2021 12:14:42 - Daniel Robinson (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 09 August 2021 12:05 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95779 || INC4164859: New Incident - Jobstep 9f568 submission failed in T2 - 9 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95779 Summary: INC4164859: New Incident - Jobstep 9f568 submission failed in T2 - 9 August 2021 Date Created: Aug 9, 09:24 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95779) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 9, 2021, 11:04 UTC  Hi Jessica,  The HAX jobstep has been re-injected and now completed successfully.   The loading of the workspace inputs for the below ETL is not however proceeding as this process is waiting on the 2 of the workspaces selected below to start in IFP - these 2 workspaces however have encountered an issue which has prevented them from starting successfully.   ETL: https://idm-t2.mgalfacloud.com/#/etljob/t2%7C%7C09f0a456-2bc8-41d3-a142-9a8049553894   Workspaces which failed to start:  https://t2.mgalfacloud.com/Workspace/Details?workspaceId=6fcf32498da94d79b2acc0d78f2f5364  https://t2.mgalfacloud.com/Workspace/Details?workspaceId=8a5c339f995f4fefb006504b22d9a603   To unblock these 2 workspaces which have failed to start/submit jobsteps, we would recommend they be copied and attempted to be started again if they have not been already.   This will not unblock the above ETL which already has the above 2 failed workspaces selected, and this ETL will therefore need to be recreated to include the replacement workspaces for the above 2 which failed to start.   The issue which impacted the startup of these 2 workspaces as well as the HAX jobstep submission was the same issue for which Milliman sent a notification yesterday(from Paul Beasmore) for 2 other T2 workspaces which failed to start. This has been raised to our tier 3 team who are working on fixes to prevent such issues from occuring when the environment is under a particularly heavy load.   Apologies for the inconvenience/delay this has caused. Please let us know if there are any questions.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  09-08-2021 10:33:20 - Daniel Robinson (Work notes) From: Tahir Hussain (Milliman Support) <support@integrate-solutions.com>  Sent: 09 August 2021 10:32 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95779 || INC4164859: New Incident - Jobstep 9f568 submission failed in T2 - 9 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95779 Summary: INC4164859: New Incident - Jobstep 9f568 submission failed in T2 - 9 August 2021 Date Created: Aug 9, 09:24 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95779) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Tahir Hussain (Milliman LTS Support)  Aug 9, 2021, 9:32 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Financial Projections (https://t2.mgalfacloud.com) • Integrate Data Management (https://idm-t2.mgalfacloud.com)  Severity: This incident is being logged with a severity level of 3, which is our default.  Issue Description:  Summary: Jobstep failed to submit    Environment: T2 Severity: 3  Reporting Period: 06/2021  Valuation Activity: No, IMOR DR6 testing Workflow Affected: https://idm-t2.mgalfacloud.com/#/etljob/t2%7C%7C09f0a456-2bc8-41d3-a142-9a8049553894   DataMart: 2021Q2\_2021.RC\_01\_DR6\_MANUALS  Workspaces Affected: https://t2.mgalfacloud.com/JobStep/Details?workspaceId=73bddf551cbf49169dcbb7fd4fe553cf&jobStepId=HAX Jobsteps Affected: HAX Relevant inputs: Inputs have been received successfully but the jobstep has failed to submit successfully. Detailed Description: The workspace above has been started and has completed all but one jobstep in the workspace. This jobstep has failed to submit successfully and is now holding up an IDM workflow that has been started to load in the other fund workspaces. Is there anyway that Milliman will be able to re-inject the jobstep to allow the workspace to continue and enable the IDM load to complete without a re-run?    Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Tahir Hussain Operations Analyst - Life Technology Solutions Milliman +1 (888) 600 8188 or +44 20 3608 0105 support@integrate-solutions.com  09-08-2021 10:24:25 - Daniel Robinson (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 09 August 2021 10:24 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Request received] ID: [Request received] 95779 || INC4164859: New Incident - Jobstep 9f568 submission failed in T2 - 9 August 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95779 Summary: INC4164859: New Incident - Jobstep 9f568 submission failed in T2 - 9 August 2021 Date Created: Aug 9, 09:24 UTC Customer Reference #:  Submit and manage all your tickets via our new web portal https://support.integrate-solutions.com Thank you for contacting the Milliman Life Technology Solutions Cloud Services Support Desk. This email confirms that your incident has been received. To add detail to this incident, simply reply to this message (without changing the subject line).  To contact the service desk or to raise the priority of this ticket, please contact the service desk at +44 02036080105 or +1 888-600-8188 Please note that the Milliman Service Desk is monitored from Monday to Friday from 8AM to 6PM GMT, excluding holidays.  Ticket ID: 95779  [49PQ27-YRK3]  09-08-2021 10:24:01 - Daniel Robinson (Work notes) raised with milliman.  09-08-2021 10:23:50 - Daniel Robinson (Additional comments) From: Jessica Glenn <Jessica.Glenn@thephoenixgroup.com>  Sent: 09 August 2021 10:22 To: Service Desk <Service.Desk@thephoenixgroup.com> Cc: zMG-ALFA Operations Team <zMG-Alfa.operations.team@milliman.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com> Subject: New Incident - Jobstep 9f568 submission failed in T2 - 9 August 2021  Hi,  I'd like to raise a new MG-ALFA service request, to be referred to the Milliman Service Desk (copied in for information only at this stage, pending an incident ticket reference).  ---------------------  Summary: Jobstep failed to submit   Environment: T2  Severity: 3   Reporting Period: 06/2021   Valuation Activity: No, IMOR DR6 testing  Workflow Affected: https://idm-t2.mgalfacloud.com/#/etljob/t2%7C%7C09f0a456-2bc8-41d3-a142-9a8049553894  DataMart: 2021Q2\_2021.RC\_01\_DR6\_MANUALS   Workspaces Affected: https://t2.mgalfacloud.com/JobStep/Details?workspaceId=73bddf551cbf49169dcbb7fd4fe553cf&jobStepId=HAX  Jobsteps Affected: HAX   Relevant inputs: Inputs have been received successfully but the jobstep has failed to submit successfully.   Detailed Description: The workspace above has been started and has completed all but one jobstep in the workspace. This jobstep has failed to submit successfully and is now holding up an IDM workflow that has been started to load in the other fund workspaces. Is there anyway that Milliman will be able to re-inject the jobstep to allow the workspace to continue and enable the IDM load to complete without a re-run?   Kind Regards, Jess     Jessica Glenn | Production Administration Co-ordinator Phoenix Group | 1 Wythall Green Way | Wythall | Birmingham | B47 6WG office: +442035679135 | email: jessica.glenn@thephoenixgroup.com P Please help save the environment, print only if necessary.   Life Finance: everyone counts |
| 10-08-2021 16:48:15 - Gavin Jaigopaul (Work notes) From: Matthew Richards (Milliman Support) <support@integrate-solutions.com>  Sent: 10 August 2021 16:20 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95781 || INC4164948: NEW INCIDENT: B3 Workflow Failed IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95781 Summary: INC4164948: NEW INCIDENT: B3 Workflow Failed IFRS17 Date Created: Aug 9, 10:41 UTC Customer Reference #:  Priority: Normal Agent:  Dear PhoenixIT PhoenixIT Your request (95781) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Matthew Richards  Aug 10, 2021, 15:19 UTC  Hi Tom,   This is the 12/2019 Initialise new data mart & get prior GDS output workflow we have just started: ETL: INTEGRATE™ (mgalfacloud.com)   If this completes successfully, I will be kicking off the next workflow: 2019Q4\_2020.11\_v04\_IFRS17TC1\_IFsbsq\_Step5\_R0291 Milliman Integrate (mgalfacloud.com)   I will provide the ETL once kicked off, hope this helps.   Kind regards Matt      Matthew Richards | Production Administration Co-ordinator office: +442035679519 | email: matthew.richards@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Matthew Richards  Sent: 10 August 2021 14:14 To: 'Tom Kim' <Tom.Kim@milliman.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Danial Kherani <Danial.Kherani@milliman.com>; integrate-solutions.com <support@integrate-solutions.com> Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; Production Admin Team <ProductionAdminTeam@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: INC4164948: NEW INCIDENT: B3 Workflow Failed IFRS17   Thanks for this Tom.   Kind regards Matt      Matthew Richards | Production Administration Co-ordinator office: +442035679519 | email: matthew.richards@thephoenixgroup.com P Please help save the environment, print only if necessary. 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If you like you can send us links to any newly kicked-off workflows, and we can try to pop in periodically to see if anything looks unusual.   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Thanks,   Tom Kim, FSA, FCIA, MAAA  Principal & Consulting Actuary – Life Technology Solutions   Milliman   +1 206 777 4350 Direct +1 416 823 8551 Mobile   milliman.com| email | linkedin   From: Tom Kim  Sent: Monday, August 9, 2021 10:38 AM To: Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Danial Kherani <Danial.Kherani@milliman.com>; integrate-solutions.com <support@integrate-solutions.com> Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: INC4164948: NEW INCIDENT: B3 Workflow Failed IFRS17   Mike, Danial is currently running a test to confirm whether this is the same issue as what we saw last week for INC4148709 (except this time with Inception/Subsequent instead of Transition). Will let you know more details once that test is done.   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This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  10-08-2021 14:54:11 - Daniel Smith (Work notes) Ticket ID: 95781 Summary: INC4164948: NEW INCIDENT: B3 Workflow Failed IFRS17 Date Created: Aug 9, 10:41 UTC Customer Reference #:  Priority: Normal Agent:  Dear PhoenixIT PhoenixIT Your request (95781) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Matthew Richards  Aug 10, 2021, 13:14 UTC  Thanks for this Tom.   Kind regards Matt      Matthew Richards | Production Administration Co-ordinator office: +442035679519 | email: matthew.richards@thephoenixgroup.com P Please help save the environment, print only if necessary.  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Once again it’s holding up all processing   Regards Mike      Mike Brunt | MG-ALFA Team Analyst office: +442035679384 | email: michael.brunt@thephoenixgroup.com P Please help save the environment, print only if necessary.   From: Michael Brunt  Sent: Monday, August 9, 2021 2:09 PM To: Danial Kherani <Danial.Kherani@milliman.com>; Kim, Tom <Tom.Kim@milliman.com> Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; 'Milliman Support' <support@integrate-solutions.com> Subject: RE: [External] Milliman Support Request: INC4164948: NEW INCIDENT: B3 Workflow Failed IFRS17   Hi Danial   Vector File used is attached.   Please provide specific specification of Input vector file required for this to function if the attached does not fit the bill   Regards Mike      Mike Brunt | MG-ALFA Team Analyst office: +442035679384 | email: michael.brunt@thephoenixgroup.com P Please help save the environment, print only if necessary.   From: Tahir Hussain (Milliman Support) <support@integrate-solutions.com>  Sent: Monday, August 9, 2021 11:49 AM Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4164948: NEW INCIDENT: B3 Workflow Failed IFRS17   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  10-08-2021 10:44:00 - Daniel Robinson (Work notes) From: Matthew Richards (Milliman Support) <support@integrate-solutions.com>  Sent: 10 August 2021 10:19 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95781 || INC4164948: NEW INCIDENT: B3 Workflow Failed IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95781 Summary: INC4164948: NEW INCIDENT: B3 Workflow Failed IFRS17 Date Created: Aug 9, 10:41 UTC Customer Reference #:  Priority: Normal Agent:  Dear PhoenixIT PhoenixIT Your request (95781) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Matthew Richards  Aug 10, 2021, 9:19 UTC  Hi Tom,   Replacement workflow has been kicked off   ETL: INTEGRATE™ (mgalfacloud.com)   Kind regards Matt      Matthew Richards | Production Administration Co-ordinator office: +442035679519 | email: matthew.richards@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Tom Kim <Tom.Kim@milliman.com>  Sent: 10 August 2021 04:23 To: Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Danial Kherani <Danial.Kherani@milliman.com>; integrate-solutions.com <support@integrate-solutions.com> Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: INC4164948: NEW INCIDENT: B3 Workflow Failed IFRS17   Alert! This is an external email sent from tom.kim@milliman.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ It doesn’t appear that it is quite the same issue as in INC4148709, but we were able to identify a memory capacity problem when applying a particular transform to a very large number of columns (1320) that appear in our DEI Vector input.   Danial has re-configured the i17\_Large execution profile on B3 to use higher memory capacity hardware & confirmed that the ETL now completes successfully. So I think you’ll just need to restart your workflow.   For further background unfortunately there appears to be some stale documentation in the release notes – the cluster size indicated for the large profile was a remnant of the Wave 1 work (back when we didn’t have these DEI Vector input loads) & the actual specs that we used in successful T4 testing were consistent with the new i17\_Large profile that is now in B3. We’ll send an update to the release notes on Tuesday that documents both the new i17-specific execution profiles as well as the updated hardware specifications. (You won’t need to do any setup for those, since that has already been done).   Thanks,   Tom Kim, FSA, FCIA, MAAA  Principal & Consulting Actuary – Life Technology Solutions   Milliman   +1 206 777 4350 Direct +1 416 823 8551 Mobile   milliman.com| email | linkedin   From: Tom Kim  Sent: Monday, August 9, 2021 10:38 AM To: Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Danial Kherani <Danial.Kherani@milliman.com>; integrate-solutions.com <support@integrate-solutions.com> Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: INC4164948: NEW INCIDENT: B3 Workflow Failed IFRS17   Mike, Danial is currently running a test to confirm whether this is the same issue as what we saw last week for INC4148709 (except this time with Inception/Subsequent instead of Transition). Will let you know more details once that test is done.   Tom Kim, FSA, FCIA, MAAA  Principal & Consulting Actuary – Life Technology Solutions   Milliman   +1 206 777 4350 Direct +1 416 823 8551 Mobile   milliman.com| email | linkedin   From: Michael Brunt <Michael.Brunt@thephoenixgroup.com>  Sent: Monday, August 9, 2021 10:23 AM To: Danial Kherani <Danial.Kherani@milliman.com>; integrate-solutions.com <support@integrate-solutions.com> Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; Tom Kim <Tom.Kim@milliman.com> Subject: RE: [External] Milliman Support Request: INC4164948: NEW INCIDENT: B3 Workflow Failed IFRS17   Hi Danial, Milliman Support   Any progress on identifying the issue? Once again it’s holding up all processing   Regards Mike      Mike Brunt | MG-ALFA Team Analyst office: +442035679384 | email: michael.brunt@thephoenixgroup.com P Please help save the environment, print only if necessary.   From: Michael Brunt  Sent: Monday, August 9, 2021 2:09 PM To: Danial Kherani <Danial.Kherani@milliman.com>; Kim, Tom <Tom.Kim@milliman.com> Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Matthew Richards <Matthew.Richards@thephoenix... |
| 09-08-2021 14:21:32 - Daniel Smith (Work notes) Ishwar Johal (Milliman LTS Support)  Aug 9, 2021, 12:57 UTC  Thanks Gareth,  We'll proceed to close this ticket.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  09-08-2021 14:13:40 - Daniel Smith (Work notes) Gareth Thomas  Aug 9, 2021, 12:32 UTC  Thanks, happy to close      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  09-08-2021 12:48:49 - Daniel Robinson (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 09 August 2021 12:46 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95782 || INC4164983: NEW INCIDENT: Three T2 Compute jobs stalled during merge - 9 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95782 Summary: INC4164983: NEW INCIDENT: Three T2 Compute jobs stalled during merge - 9 August 2021 Date Created: Aug 9, 11:13 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95782) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 9, 2021, 11:45 UTC  Hi Gareth,  These 3 jobsteps have been re-submitted and have now completed.   They encountered a known defect(reference 9084) which prevented the jobs status from updating to Complete once it had finished processing. A fix for this issue was included in the 2021.04 Compute release.   Please let us know if you have any follow up questions.  Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  09-08-2021 12:21:28 - Daniel Robinson (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 09 August 2021 12:21 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95782 || INC4164983: NEW INCIDENT: Three T2 Compute jobs stalled during merge - 9 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95782 Summary: INC4164983: NEW INCIDENT: Three T2 Compute jobs stalled during merge - 9 August 2021 Date Created: Aug 9, 11:13 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95782) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 9, 2021, 11:20 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • MG-ALFA Compute for Azure (https://t2-pre.mgalfacompute.com)  Severity: This incident is being logged with a severity level of 3, which is our default.  Issue Description: Jobs affected: R0173 jobstep 135 (89cb623f-ec06-48be-b422-e50feaeaa45d) R0173 jobstep 152 (c692a294-3c15-4a81-9e8c-595754aaf196) R0174 jobstep 183 (f602a154-46c1-4b14-843f-ec899436d1fc)  The three jobs listed above all appear to have stalled during the merge process. The jobs were started on 4 August and should have completed in around 20 minutes. Please investigate and advise how to mitigate the issue.  Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  09-08-2021 12:15:46 - Daniel Robinson (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 09 August 2021 12:14 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Request received] ID: [Request received] 95782 || INC4164983: NEW INCIDENT: Three T2 Compute jobs stalled during merge - 9 August 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95782 Summary: INC4164983: NEW INCIDENT: Three T2 Compute jobs stalled during merge - 9 August 2021 Date Created: Aug 9, 11:13 UTC Customer Reference #:  Submit and manage all your tickets via our new web portal https://support.integrate-solutions.com Thank you for contacting the Milliman Life Technology Solutions Cloud Services Support Desk. This email confirms that your incident has been received. To add detail to this incident, simply reply to this message (without changing the subject line).  To contact the service desk or to raise the priority of this ticket, please contact the service desk at +44 02036080105 or +1 888-600-8188 Please note that the Milliman Service Desk is monitored from Monday to Friday from 8AM to 6PM GMT, excluding holidays.  Ticket ID: 95782  [K7O3PM-0QM6]  09-08-2021 12:13:54 - Daniel Robinson (Work notes) Raised with Milliman.  09-08-2021 12:13:42 - Daniel Robinson (Additional comments) From: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>  Sent: 09 August 2021 12:01 To: Service Desk <Service.Desk@thephoenixgroup.com> Cc: zMG-ALFA Operations Team (zMG-Alfa.operations.team@milliman.com) <zMG-Alfa.operations.team@milliman.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com> Subject: NEW INCIDENT: Three T2 Compute jobs stalled during merge - 9 August 2021  Hi,  I'd like to raise a new MG-ALFA service request ticket, to be referred to the Milliman Service Desk (copied in for information only at this stage, pending an incident ticket reference).  ---------------------  Summary: Three T2-pre Compute jobs have failed to complete their merge process  Environment: T2-pre  Severity: 3  Reporting period: 12/2020  Valuation activity: No (IMOR Cycle 2)  Workspaces affected: 2020Q4\_IMOR\_S2P1\_Cycle2SFVA\_SLHWNP\_20210803\_R0173 (https://t2.mgalfacloud.com/Workspace/Details?workspaceId=6e791fec686643099fbd33027b4207e6) 2020Q4\_IMOR\_S2P1\_Cycle2SFVA\_SLPBNP\_20210803\_R0174 (https://t2.mgalfacloud.com/Workspace/Details?workspaceId=50586c533a434c86aebf019e68377ca1)  Jobs affected:  R0173 jobstep 135 (89cb623f-ec06-48be-b422-e50feaeaa45d) R0173 jobstep 152 (c692a294-3c15-4a81-9e8c-595754aaf196) R0174 jobstep 183 (f602a154-46c1-4b14-843f-ec899436d1fc)  Data mart affected: N/a  Relevant inputs: None  Detailed description: The three jobs listed above all appear to have stalled during the merge process. The jobs were started on 4 August and should have completed in around 20 minutes. Please investigate and advise how to mitigate the issue.  Attachments added: None ---------------------  Kind regards, Gareth    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Gareth Thomas | Reporting Manager | Life Finance Actuarial Reporting & Analysis Phoenix Group | 1 Wythall Green Way | Wythall | Birmingham | B47 6WG office: +442035679795 | email: gareth.thomas@thephoenixgroup.com \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ P Please help save the environment, print only if necessary. |
| 17-08-2021 15:17:03 - Kieran Bramwell (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 17 August 2021 15:02 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Closed] 95809 || INC4165720 - NEW INCIDENT: Long running job in T2 (6988f) – 10 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95809 Summary: INC4165720 - NEW INCIDENT: Long running job in T2 (6988f) – 10 August 2021 Date Created: Aug 10, 07:23 UTC Customer Reference #:  Priority: Normal Agent: Tahir Hussain We provided a possible solution to this issue last week. As there has been no further activity, we will assume that the ticket can be closed.  You cannot directly re-open a closed ticket. However, if you experience any further issues, please do not hesitate to reach out to our Service Desk and raise a new ticket. Best Regards, The Milliman Support Team [2Q3ZX9-ZWQR]  10-08-2021 14:54:29 - Daniel Smith (Work notes) Tahir Hussain (Milliman LTS Support)  Aug 10, 2021, 13:24 UTC  Hi Gareth  I have been monitoring the job after the tasks had been requeued and can confirm that the job has successfully completed, I will now proceed with closing the ticket.  Kind Regards Tahir Hussain Operations Analyst - Life Technology Solutions Milliman +1 (888) 600 8188 or +44 20 3608 0105 support@integrate-solutions.com  10-08-2021 11:17:43 - Daniel Robinson (Work notes) From: Tahir Hussain (Milliman Support) <support@integrate-solutions.com>  Sent: 10 August 2021 11:10 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95809 || INC4165720 - NEW INCIDENT: Long running job in T2 (6988f) – 10 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95809 Summary: INC4165720 - NEW INCIDENT: Long running job in T2 (6988f) – 10 August 2021 Date Created: Aug 10, 07:23 UTC Customer Reference #:  Priority: Normal Agent: Tahir Hussain Dear PhoenixIT PhoenixIT Your request (95809) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Tahir Hussain (Milliman LTS Support)  Aug 10, 2021, 10:10 UTC  Hi Gareth  The 8 tasks are now running on another node.  Kind Regards  Tahir Hussain Operations Analyst - Life Technology Solutions Milliman +1 (888) 600 8188 or +44 20 3608 0105 support@integrate-solutions.com  10-08-2021 09:55:18 - Kieran Bramwell (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 10 August 2021 09:54 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95809 || INC4165720 - NEW INCIDENT: Long running job in T2 (6988f) – 10 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95809 Summary: INC4165720 - NEW INCIDENT: Long running job in T2 (6988f) – 10 August 2021 Date Created: Aug 10, 07:23 UTC Customer Reference #:  Priority: Normal Agent: Tahir Hussain Dear PhoenixIT PhoenixIT Your request (95809) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Aug 10, 2021, 8:54 UTC  Thanks Tahir,   Please requeue the 8 tasks on another node.      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  10-08-2021 09:44:26 - Kieran Bramwell (Work notes) From: Tahir Hussain (Milliman Support) <support@integrate-solutions.com>  Sent: 10 August 2021 09:36 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95809 || INC4165720 - NEW INCIDENT: Long running job in T2 (6988f) – 10 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95809 Summary: INC4165720 - NEW INCIDENT: Long running job in T2 (6988f) – 10 August 2021 Date Created: Aug 10, 07:23 UTC Customer Reference #:  Priority: Normal Agent: Tahir Hussain Dear PhoenixIT PhoenixIT Your request (95809) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Tahir Hussain (Milliman LTS Support)  Aug 10, 2021, 8:36 UTC  Hi Gareth  We have investigated the issue and concluded that the tasks are running on a slow node. We can re-inject the job, which will mean that all 12,000 tasks will need to be re-run, or we can requeue the running 8 tasks on another node.  Please let us know what you would prefer?  Kind Regards Tahir Hussain Operations Analyst - Life Technology Solutions Milliman +1 (888) 600 8188 or +44 20 3608 0105 support@integrate-solutions.com  10-08-2021 08:32:38 - Kieran Bramwell (Work notes) From: Tahir Hussain (Milliman Support) <support@integrate-solutions.com>  Sent: 10 August 2021 08:32 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95809 || INC4165720 - NEW INCIDENT: Long running job in T2 (6988f) – 10 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95809 Summary: INC4165720 - NEW INCIDENT: Long running job in T2 (6988f) – 10 August 2021 Date Created: Aug 10, 07:23 UTC Customer Reference #:  Priority: Normal Agent: Tahir Hussain Dear PhoenixIT PhoenixIT Your request (95809) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Tahir Hussain (Milliman LTS Support)  Aug 10, 2021, 7:31 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Financial Projections (https://t2.mgalfacloud.com) • Integrate Data Management (https://idm-t2.mgalfacloud.com)  Severity: This incident is being logged with a severity level of 3, which is our default.  Issue Description: Summary: Job 6988f is running longer than expected and may have encountered a Compute issue Environment: T2-pre Severity: 3 Reporting period: 06/2021 Valuation activity: No (IMOR DR6) Workspace affected: 2021Q2\_IMOR\_DR6\_LSMC\_40kOutx12in40Bat\_PearlWP\_20210809\_R0398 (https://t2.mgalfacloud.com/Workspace/Details?workspaceId=ec19eb50c3b24173ad78cd40e2be3254) Jobstep affected: 107 (6988f113-aafc-41f7-9f57-41d8cfb89dc9) ETL job affected: https://idm-t2.mgalfacloud.com/#/etljob/t2%7C%7C59a19cf3-f3a1-4212-8b8a-1376b61fcfbb Data mart affected: GDSKey = 2021Q2\_IMOR\_DR6\_LSMC\_Main\_PHX Relevant inputs: N/a  Detailed description: The above job has been running for around 11 hours and 8 of the tasks have not yet completed. Looking at other jobs within the same workspace, total runtime is around 7.5 hours. And looking at the task log, the last job to complete was at 23:11, with each task taking less than 30 minutes. This suggests a Compute issue is affecting the remaining 8 tasks, which will need investigating. This is preventing an LSMC ETL process in IDM from progressing.  Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Tahir Hussain Operations Analyst - Life Technology Solutions Milliman +1 (888) 600 8188 or +44 20 3608 0105 support@integrate-solutions.com  10-08-2021 08:23:40 - Kieran Bramwell (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 10 August 2021 08:23 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Request received] ID: [Request received] 95809 || INC4165720 - NEW INCIDENT: Long running job in T2 (6988f) – 10 August 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95809 Summary: INC4165720 - NEW INCIDENT: Long running job in T2 (6988f) – 10 August 2021 Date Created: Aug 10, 07:23 UTC Customer Reference #:  Submit and manage all your tickets via our new web portal https://support.integrate-solutions.com Thank you for contacting the Milliman Life Technology Solutions Cloud Services Support Desk. This email confirms that your incident has been received. To add detail to this incident, simply reply to this message (without changing the subject line).  To contact the service desk or to raise the priority of this ticket, please contact the service desk at +44 02036080105 or +1 888-600-8188 Please note that the Milliman Service Desk is monitored from Monday to Friday from 8AM to 6PM GMT, excluding holidays.  Ticket ID: 95809  10-08-2021 08:23:07 - Kieran Bramwell (Work notes) From: Service Desk  Sent: 10 August 2021 08:23 To: 'Milliman Support' <support@integrate-solutions.com> Subject: INC4165720 - NEW INCIDENT: Long running job in T2 (6988f) – 10 August 2021  Good morning Team,  Please can you raise a ticket for the below.  Thanks, Kieran      Kieran Bramwell | Service Desk Analyst office: +442035679945 | email: kieran.bramwell@thephoenixgroup.com |
| 12-08-2021 17:52:15 - Gavin Jaigopaul (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 12 August 2021 17:40 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95816 || INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95816 Summary: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message Date Created: Aug 10, 11:45 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95816) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 12, 2021, 16:39 UTC  Thanks, Janet for confirming.   We'll proceed to mark this request as resolved.  Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  12-08-2021 16:43:43 - Gavin Jaigopaul (Work notes) From: Janet Beamish (Milliman Support) <support@integrate-solutions.com>  Sent: 12 August 2021 16:42 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [SUSPICIOUS MESSAGE] [Ticket Updated] 95816 || INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95816 Summary: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message Date Created: Aug 10, 11:45 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95816) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Janet Beamish  Aug 12, 2021, 15:41 UTC  Thanks Ishwar.   This ticket can now be resolved.   Janet      Janet Beamish | Production Administrator office: +442035679520 | email: janet.beamish@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 12 August 2021 16:27 Cc: Sanjeet Rajput <Sanjeet.Rajput@thephoenixgroup.com>; Haydn Battersby <Haydn.Battersby@thephoenixgroup.com>; Janet Beamish <Janet.Beamish@ThePhoenixGroup.Com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Wesley Cave (Sopra) <Wesley.Cave@thephoenixgroup.com>; Alex Deeley <Alex.Deeley@ThePhoenixGroup.Com>; Imran Jugon <Imran.Jugon@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  12-08-2021 16:34:09 - Gavin Jaigopaul (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 12 August 2021 16:27 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95816 || INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95816 Summary: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message Date Created: Aug 10, 11:45 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95816) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 12, 2021, 15:26 UTC  Hi Janet,  I can see that the jobsteps with the updated component have since completed without task errors.   Could you please advise if this has unblocked the issue for this run or if there are any further concerns requiring assistance?   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  12-08-2021 12:36:33 - Daniel Robinson (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 12 August 2021 12:34 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95816 || INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95816 Summary: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message Date Created: Aug 10, 11:45 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95816) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 12, 2021, 11:33 UTC  Thanks Janet,  We are monitoring the progression from our side.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  12-08-2021 11:37:12 - Daniel Robinson (Work notes) From: Janet Beamish (Milliman Support) <support@integrate-solutions.com>  Sent: 12 August 2021 11:36 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [SUSPICIOUS MESSAGE] [Ticket Updated] 95816 || INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95816 Summary: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message Date Created: Aug 10, 11:45 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95816) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Janet Beamish  Aug 12, 2021, 10:35 UTC  Hi Ishwar,   We’ve started a replacement workflow: 2021Q2\_DR6\_2021.RC\_V01\_LSMC\_MainRun3\_20210812\_F0007 Calibration ETL: https://idm-t2.mgalfacloud.com/#/etljob/t2%7C%7C76a5584d-5b20-4733-b519-efb6c1c9235c   There are a number of jobs uploading workspace inputs, and this seems to be causing contention, so it might be a while before the regression steps start.   Janet      Janet Beamish | Production Administrator office: +442035679520 | email: janet.beamish@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 12 August 2021 10:01 Cc: Sanjeet Rajput <Sanjeet.Rajput@thephoenixgroup.com>; Haydn Battersby <Haydn.Battersby@thephoenixgroup.com>; Janet Beamish <Janet.Beamish@ThePhoenixGroup.Com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Wesley Cave (Sopra) <Wesley.Cave@thephoenixgroup.com>; Alex Deeley <Alex.Deeley@ThePhoenixGroup.Com>; Imran Jugon <Imran.Jugon@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  12-08-2021 10:23:34 - Daniel Robinson (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 12 August 2021 10:01 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95816 || INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95816 Summary: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message Date Created: Aug 10, 11:45 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95816) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 12, 2021, 9:00 UTC  Thanks Wesley,  Good Morning Janet,   The LsRegressAggregator.2.1.1.44.zip build has now been set as the default LsmcRegression component in T2. Could you please attempt a re-run with this updated component build and provide a URL once started?  Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  12-08-2021 10:00:36 - Kieran Bramwell (Work notes) From: Cave, Wesley (Sopra) (Milliman Support) <support@integrate-solutions.com>  Sent: 12 August 2021 09:57 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95816 || INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95816 Summary: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message Date Created: Aug 10, 11:45 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95816) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Cave, Wesley (Sopra)  Aug 12, 2021, 8:56 UTC  Please take this email as Phoenix approval       Wesley Cave | Sopra - Change & Release Associate office: +442035679369 | email: wesley.cave@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 12 August 2021 08:41 Cc: Sanjeet Rajput <Sanjeet.Rajput@thephoenixgroup.com>; Haydn Battersby <Haydn.Battersby@thephoenixgroup.com>; Janet Beamish <Janet.Beamish@ThePhoenixGroup.Com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Alex Deeley <Alex.Deeley@ThePhoenixGroup.Com>; Imran Jugon <Imran.Jugon@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  12-08-2021 08:42:11 - Kieran Bramwell (Work notes) From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 12 August 2021 08:41 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95816 || INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95816 Summary: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message Date Created: Aug 10, 11:45 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95816) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Paul Beasmore (Milliman LTS Support)  Aug 12, 2021, 7:41 UTC  Hi Janet,  This would not require any downtime and is quite a quick and simple item to enable.  Happy yo make this change but I would need a Phoenix approver to give their approval.  Once we get this approval we will make the change.  Best regards, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  12-08-2021 08:12:50 - Kieran Bramwell (Work notes) From: Janet Beamish (Milliman Support) <support@integrate-solutions.com>  Sent: 12 August 2021 08:12 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [SUSPICIOUS MESSAGE] [Ticket Updated] 95816 || INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95816 Summary: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message Date Created: Aug 10, 11:45 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95816) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Janet Beamish  Aug 12, 2021, 7:12 UTC  Thanks for letting us know, Ishwar.   Can you advise if deploying the new version of LsRegressAggregator would require any downtime?   If not, I’d be inclined to deploy version LsRegressAggregator.2.1.1.44.zip and attempt a rerun.   Many thanks,   Janet        Janet Beamish | Production Administrator office: +442035679520 | email: janet.beamish@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 11 August 2021 18:37 Cc: Sanjeet Rajput <Sanjeet.Rajput@thephoenixgroup.com>; Haydn Battersby <Haydn.Battersby@thephoenixgroup.com>; Janet Beamish <Janet.Beamish@ThePhoenixGroup.Com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Alex Deeley <Alex.Deeley@ThePhoenixGroup.Com>; Imran Jugon <Imran.Jugon@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  11-08-2021 18:41:53 - Gavin Jaigopaul (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 11 August 2021 18:37 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95816 || INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95816 Summary: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message Date Created: Aug 10, 11:45 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95816) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 11, 2021, 17:36 UTC  Hi Janet,  To provide an update, on comparison of the 2 workflows below I can see that the successful run in T1 utilized a different version of the LsmcRegression component(LsRegressAggregator.2.1.1.44.zip) verses the run in T2 which is producing these errors(LsRegressAggregator.2.1.1.27.zip).   T2 Workflow: https://t2.mgalfacloud.com/Workflow/WorkflowDetails?workflowId=ab3408005cee46198158cda52ac90ee3  T1 Workflow: https://t1.mgalfacloud.com/Workflow/WorkflowDetails?workflowId=a7279629419248139fcb0650308f29c6    I am verifying this difference with our tier 2 team as potentially related to the cause of the error, but thought I would highlight this in the meantime for your reference in case this later version of the component is already a known requirement by Phoenix for this particular run.   Please note the LsRegressAggregator.2.1.1.44.zip version of the LsmcRegression is not currently available to select in the T2 environment as Milliman would require a request from Phoenix either via this ticket or separately such as via PHXR0031056/ #88110 to make this available in this environment.   Please let me know if you have any questions.  Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  11-08-2021 15:55:35 - Gavin Jaigopaul (Work notes) From: Janet Beamish (Milliman Support) <support@integrate-solutions.com>  Sent: 11 August 2021 15:45 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [SUSPICIOUS MESSAGE] [Ticket Updated] 95816 || INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95816 Summary: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message Date Created: Aug 10, 11:45 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95816) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Janet Beamish  Aug 11, 2021, 14:44 UTC  Hi Ishwar,   We’ve tried rerunning the workflow, having removed the extra (ERM) rows from the ConfigData file, but the issue with the regression steps failing remains.   Latest workflow is: 2021Q2\_DR6\_2021.RC\_V01\_LSMC\_MainRun2\_20210811\_F0006 ETL: https://idm-t2.mgalfacloud.com/#/etljob/t2%7C%7C70085883-e3e9-4e6d-bcbe-c335645ba4ae   Janet      Janet Beamish | Production Administrator office: +442035679520 | email: janet.beamish@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 11 August 2021 13:04 Cc: Sanjeet Rajput <Sanjeet.Rajput@thephoenixgroup.com>; Haydn Battersby <Haydn.Battersby@thephoenixgroup.com>; Janet Beamish <Janet.Beamish@ThePhoenixGroup.Com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Alex Deeley <Alex.Deeley@ThePhoenixGroup.Com>; Imran Jugon <Imran.Jugon@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  11-08-2021 13:59:12 - Daniel Smith (Work notes) Ishwar Johal (Milliman LTS Support)  Aug 11, 2021, 12:04 UTC  Thanks Janet,  Please keep us updated with any additional findings or re-run attempts.   We are also reviewing this further within our internal teams in the meantime too.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  11-08-2021 10:06:52 - Daniel Robinson (Work notes) From: Janet Beamish (Milliman Support) <support@integrate-solutions.com>  Sent: 11 August 2021 10:03 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [SUSPICIOUS MESSAGE] [Ticket Updated] 95816 || INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95816 Summary: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message Date Created: Aug 10, 11:45 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95816) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Janet Beamish  Aug 11, 2021, 9:02 UTC  Thanks Paul.   We didn’t observe anything unusual with the ConfigData header, but the project team are checking the tool that generates these input files.   I think the project are planning to try a desktop NAVI run, and we may also rerun the cloud workflow, removing the extra rows that were introduced for DR6 in case they have caused the issue.   Janet        Janet Beamish | Production Administrator office: +442035679520 | email: janet.beamish@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 11 August 2021 09:08 Cc: Sanjeet Rajput <Sanjeet.Rajput@thephoenixgroup.com>; Haydn Battersby <Haydn.Battersby@thephoenixgroup.com>; Janet Beamish <Janet.Beamish@ThePhoenixGroup.Com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Alex Deeley <Alex.Deeley@ThePhoenixGroup.Com>; Imran Jugon <Imran.Jugon@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  11-08-2021 09:16:14 - Kieran Bramwell (Work notes) From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 11 August 2021 09:08 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95816 || INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95816 Summary: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message Date Created: Aug 10, 11:45 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95816) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Paul Beasmore (Milliman LTS Support)  Aug 11, 2021, 8:08 UTC  Thanks Janet,  Appreciate that the logs are not the most helpful but I was hoping that the error message that Ishwar gave would assist, copied below:  [11:52:18][INFO] Executing run:  ConfigDataFile : 801516e0f1154c3191a6b43f3573d502  ObservationDataFile : 0559bd23cb334bb6b9db4562b6648a2c  OutputFilename : lsmc\_regression\_output.xml  OutputFolder : output  RiskDriverDataFile : d974c4f8dccc4632aa82483d959138a0  TestMode : False   [11:52:18][INFO] LSRegressAggregator started [11:52:18][ERROR] There was a problem validating file: .\801516e0f1154c3191a6b43f3573d502; Data File has Invalid number of header columns. What we can do is escalate this to our tier 2 and 3 teams to see if they have any thoughts or input around the error message.  We will escalate and get back to you over the next couple of days.  Please let me know if the project team find anything out whilst they carry out their investigations.  Best regards,  Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  10-08-2021 18:17:37 - Gavin Jaigopaul (Work notes) From: Janet Beamish (Milliman Support) <support@integrate-solutions.com>  Sent: 10 August 2021 18:15 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95816 || INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95816 Summary: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message Date Created: Aug 10, 11:45 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95816) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Janet Beamish  Aug 10, 2021, 17:14 UTC  Hi Paul,   We appreciate this is potentially a data issue, but as we don’t have access to the cloud logs and the error message we can see is less than helpful it’s very difficult for us to do any meaningful investigation.   I believe there is a Desktop NAVI tool, but don’t expect this will work in quite the same way as the cloud version. Nevertheless, this is perhaps something the project team can explore.   We have previously used a version of the ConfigData file in DR5 testing (12/2020) – see: https://idm-t1.mgalfacloud.com/#/etljob/t1-preproduction%7C%7C91b43779-b19b-4d79-a5c0-a1fb9077741a . The header record appears to be consistent with the file we’re using for DR6.   For DR6 ValDate and ConfigVarName have been amended to reflect the 06/2021 valuation period, and 7 additional rows are included (at the end of the file).   DR5 used script IDM\_Output\_2021.RB\_V02, whereas DR6 is using IDM\_Output\_2021.RC\_V01.   Any further assistance you can provide will be much appreciated.   Many thanks,   Janet      Janet Beamish | Production Administrator office: +442035679520 | email: janet.beamish@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 10 August 2021 15:58 Cc: Sanjeet Rajput <Sanjeet.Rajput@thephoenixgroup.com>; Haydn Battersby <Haydn.Battersby@thephoenixgroup.com>; Janet Beamish <Janet.Beamish@ThePhoenixGroup.Com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Alex Deeley <Alex.Deeley@ThePhoenixGroup.Com>; Imran Jugon <Imran.Jugon@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  10-08-2021 16:11:13 - Gavin Jaigopaul (Work notes) From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 10 August 2021 15:58 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95816 || INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95816 Summary: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message Date Created: Aug 10, 11:45 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95816) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Paul Beasmore (Milliman LTS Support)  Aug 10, 2021, 14:57 UTC  Hi Janet,  Thanks for the reply and we will look into this further where possible but this is currently not pointing to a system issue and more a data/model issue.  Has this model been ran locally and investigated further?  Have you got examples were this has worked previously?  And if so what has changed from working examples to this latest one?  Thanks, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  10-08-2021 16:05:39 - Gavin Jaigopaul (Work notes) From: Janet Beamish (Milliman Support) <support@integrate-solutions.com>  Sent: 10 August 2021 15:49 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95816 || INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95816 Summary: INC4166044: New Integrate Service Request - T2-pre LSMC Calibration - regression steps are showing errors – no useful error message Date Created: Aug 10, 11:45 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95816) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Janet Beamish  Aug 10, 2021, 14:49 UTC  Hi Ishwar,   The project team have checked the ConfigData file, and can find no issues in the header format.    The ValDate , and ConfigVarName reflect the 2021Q2 valuation period, but otherwise it appears to be consistent with the file we used successfully in DR5 testing.   Can you please investigate further? Until we understand the issue in more detail we are unable to correct the file, and this is impacting our DR6 working day timetable.   Many thanks,   Janet      Janet Beamish | Production Administrator office: +442035679520 | email: janet.beamish@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 10 August 2021 13:26 Cc: Sanjeet Rajput <Sanjeet.Rajput@thepho... |
| 17-08-2021 07:54:56 - Daniel Robinson (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 17 August 2021 07:53 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95819 || INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95819 Summary: INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 Date Created: Aug 10, 14:31 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95819) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Aug 17, 2021, 6:52 UTC  Morning all,   Two of these jobs have now completed:   https://idm-t2.mgalfacloud.com/#/etljob/t2%7C%7C6a7da5eb-ca10-4170-ad46-be4d14b8e79f https://idm-t2.mgalfacloud.com/#/etljob/t2%7C%7C8e7f0b5a-46d8-468b-8d78-d1ea2e097ccd   The third I didn’t trust to complete the slow download of workspace data so a replacement was set up, which is running a few hours behind:   https://idm-t2.mgalfacloud.com/#/etljob/t2%7C%7C980e6aea-a735-44ff-897d-c39be3d4f96b   Kind regards, Gareth      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  17-08-2021 07:08:32 - Daniel Robinson (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 16 August 2021 22:30 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95819 || INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95819 Summary: INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 Date Created: Aug 10, 14:31 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95819) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Aug 16, 2021, 21:29 UTC  Hi Ishwar,   These three ETLs are now running:   https://idm-t2.mgalfacloud.com/#/etljob/t2%7C%7Ce9cfa99c-6e97-4d2a-9155-13d9833c4121 https://idm-t2.mgalfacloud.com/#/etljob/t2%7C%7C6a7da5eb-ca10-4170-ad46-be4d14b8e79f https://idm-t2.mgalfacloud.com/#/etljob/t2%7C%7C8e7f0b5a-46d8-468b-8d78-d1ea2e097ccd   It looks like the first has a failed Download Workspace Table Output job, so I may have to re-run it.   Kind regards, Gareth      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  16-08-2021 15:18:36 - Kieran Bramwell (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 16 August 2021 15:18 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95819 || INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95819 Summary: INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 Date Created: Aug 10, 14:31 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95819) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 16, 2021, 14:17 UTC  Hi Gareth,   Could you please attempt to run each workspace in a separate datamart.  Please let us know once attempted and we will monitor the progress of the ETLs from our side.  Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  16-08-2021 14:57:17 - Kieran Bramwell (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 16 August 2021 14:51 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95819 || INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95819 Summary: INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 Date Created: Aug 10, 14:31 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95819) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Aug 16, 2021, 13:51 UTC  Hi,   Is there any update on the best way we might split the load? I have run three workspaces now (each containing roughly a third of the jobsteps). My attempt to load these into a single, new data mart appears to have failed: https://idm-t2.mgalfacloud.com/#/etljob/t2%7C%7C9f737a2a-7fa5-49f5-b4cd-3eaf78f875b4. I can attempt to load them into three separate data marts.   Thanks Gareth      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  13-08-2021 16:56:35 - Gavin Jaigopaul (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 13 August 2021 16:53 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95819 || INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95819 Summary: INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 Date Created: Aug 10, 14:31 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95819) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 13, 2021, 15:52 UTC  Hi Gareth,   I'm confirming this internally and we will provide an update as soon as possible.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  13-08-2021 16:50:21 - Gavin Jaigopaul (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 13 August 2021 16:18 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95819 || INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95819 Summary: INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 Date Created: Aug 10, 14:31 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95819) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Aug 13, 2021, 15:17 UTC  Afternoon,   Is there any update on how we might get 2021Q2\_DR6\_S2P1\_IMHManuals\_PLLNP\_20210804\_R0350 into IDM?   To work around the issue of volumes we were considering splitting the workspace into 2 (or more parts) and loading them to IDM (in either 1 or more data marts)? I assume this would work, but do you have an idea of how many workspaces I’d need to split it into?      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  13-08-2021 10:02:23 - Kieran Bramwell (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 13 August 2021 09:59 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95819 || INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95819 Summary: INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 Date Created: Aug 10, 14:31 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95819) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Aug 13, 2021, 8:59 UTC  Thanks Ishwar   After speaking to the Tier 2 team last night the original job was cancelled and a replacement (excluding the specified workspace) has now completed: https://idm-t2.mgalfacloud.com/#/etljob/t2%7C%7C1a564ffa-47c1-45e0-9402-579c6570c46f.   We will await further updates.      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  13-08-2021 09:57:39 - Kieran Bramwell (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 13 August 2021 09:45 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95819 || INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95819 Summary: INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 Date Created: Aug 10, 14:31 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95819) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 13, 2021, 8:45 UTC  Good Morning Gareth,  From our investigations into the issue and we can see that the size of the behind the scenes files which move data is causing certain size limits to be breached, preventing the 15\_LiabNPVAll transform from completing.   We are continuing to look into a solution for this but in the meantime our tier 2 team have suggested removing the below workspace from the run should allow this job to complete.  2021Q2\_DR6\_S2P1\_IMHManuals\_PLLNP\_20210804\_R0350  Thank you for your patience whilst we continue our investigations. Please let us know if there are any questions in the meantime.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  12-08-2021 10:00:18 - Kieran Bramwell (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 12 August 2021 09:53 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95819 || INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95819 Summary: INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 Date Created: Aug 10, 14:31 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95819) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 12, 2021, 8:53 UTC  No Problem Gareth,  Our investigations are continuing to progress and we will provide further updates with our findings as soon as possible.   Thank you for your patience in the meantime.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  11-08-2021 16:02:12 - Gavin Jaigopaul (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 11 August 2021 15:57 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95819 || INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95819 Summary: INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 Date Created: Aug 10, 14:31 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95819) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Aug 11, 2021, 14:56 UTC  Thanks Ishwar      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  11-08-2021 15:56:26 - Gavin Jaigopaul (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 11 August 2021 15:45 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95819 || INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95819 Summary: INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 Date Created: Aug 10, 14:31 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95819) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 11, 2021, 14:45 UTC  Hi Gareth,  I've stopped and deleted this duplicate.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  11-08-2021 15:41:09 - Gavin Jaigopaul (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 11 August 2021 15:32 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95819 || INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95819 Summary: INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 Date Created: Aug 10, 14:31 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95819) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Aug 11, 2021, 14:32 UTC  Hi Ishwar,   When deleting the duplicate HDInsight clusters that get produced with long running jobs like this one I accidentally clicked start rather than delete. The cluster started but there doesn’t seem to be an option to stop it. Can you stop and delete HDInsight cluster IFP Job 12eb6771-b99d-46fa-be59-ca3c68589f27?   To be clear the correct HDInsight cluster for this job is IFP Job 12eb6771-b99d-46fa-be59-ca3c68589f27 (auto-started), and that shouldn’t be stopped.   In the snip below, it’s the second cluster that we want stopped:       Thanks Gareth      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  11-08-2021 12:01:18 - Daniel Robinson (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 11 August 2021 11:50 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95819 || INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95819 Summary: INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 Date Created: Aug 10, 14:31 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95819) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 11, 2021, 10:49 UTC  Thanks Gareth,  We will provide further updates as they become available.   Kind Regards. Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  11-08-2021 12:00:52 - Daniel Robinson (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 11 August 2021 11:46 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95819 || INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95819 Summary: INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 Date Created: Aug 10, 14:31 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95819) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Aug 11, 2021, 10:45 UTC  Thanks Ishwar   I approve this testing.      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  11-08-2021 11:55:20 - Daniel Robinson (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 11 August 2021 11:42 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95819 || INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95819 Summary: INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 Date Created: Aug 10, 14:31 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95819) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 11, 2021, 10:41 UTC  Hi Gareth,  We are currently investing the transform which is failing to complete alongside our tier 2 team. To progress the investigation our tier 2 team would like perform test executions of this single transform in the T2 environment to troubleshoot the issue further.   Could you please advise if you are happy to approve this transform execution by our tier 2 team in T2 IDM as part of this investigation? Please let us know if there are any questions regarding this request.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  10-08-2021 18:00:03 - Gavin Jaigopaul (Work notes) From: Ishwar Johal (Milliman Support) <support@integrate-solutions.com>  Sent: 10 August 2021 17:50 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95819 || INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95819 Summary: INC4166248: NEW INCIDENT: Step1\_FCMLoad ETL - check on progress – 10 August 2021 Date Created: Aug 10, 14:31 UTC Customer Reference #:  Priority: Normal Agent: Ishwar Johal Dear PhoenixIT PhoenixIT Your request (95819) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Ishwar Johal (Milliman LTS Support)  Aug 10, 2021, 16:50 UTC  Hi Gareth,  As an update, we have identified a potential error since my previous update on the currently running transform and are investigating this further.   We will provide further updates as they become available. A previous run of this script/similar data size may still be helpful for our investigation if it is available.   Kind Regards, Ishwar Johal Operations Specialist - Life Technology Solutions Milliman Life Technology Solutions Cloud Service Desk support@integrate-solutions.com  10-08-2021 17:00:58 - Gavin Jaigopaul (Work notes) From: Matthew Richards (Milliman Support) <support@integrate-solutions.com>  Sent: 10 August 2021 16:58 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95781 || INC4164948: NEW INCIDENT: B3 Workflow Failed IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95781 Summary: INC4164948: NEW INCIDENT: B3 Workflow Failed IFRS17 Date Created: Aug 9, 10:41 UTC Customer Reference #:  Priority: Normal Agent:  Dear PhoenixIT PhoenixIT Your request (95781) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Matthew Richards  Aug 10, 2021, 15:57 UTC  Hi Tom,   ETL for Workflow R0291 : INTEGRATE™ (mgalfacloud.com)   Kind regards Matt      Matthew Richards | Production Administration Co-ordinator office: +442035679519 | email: matthew.richards@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Matthew Richards  Sent: 10 August 2021 16:19 To: 'Tom Kim' <Tom.Kim@milliman.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; 'Danial Kherani' <Danial.Kherani@milliman.com>; 'integrate-solutions.com' <support@integrate-solutions.com> Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; Production Admin Team <ProductionAdminTeam@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: INC4164948: NEW INCIDENT: B3 Workflow Failed IFRS17   Hi Tom,   This is the 12/2019 Initialise new data mart & get prior GDS output workflow we have just started: ETL: INTEGRATE™ (mgalfacloud.com)   If this completes successfully, I will be kicking off the next workflow: 2019Q4\_2020.11\_v04\_IFRS17TC1\_IFsbsq\_Step5\_R0291 Milliman Integrate (mgalfacloud.com)   I will provide the ETL once kicked off, hope this helps.   Kind regards Matt      Matthew Richards | Production Administration Co-ordinator office: +442035679519 | email: matthew.richards@thephoenixgroup.com P Please help save the environment, print only if necessary. From: Matthew Richards  Sent: 10 August 2021 14:14 To: 'Tom Kim' <Tom.Kim@milliman.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Danial Kherani <Danial.Kherani@milliman.com>; integrate-solutions.com <support@integrate-solutions.com> Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; Production Admin Team <ProductionAdminTeam@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: INC4164948: NEW INCIDENT: B3 Workflow Failed IFRS17   Thanks for this Tom.   Kind regards Matt      Matthew Richards | Production Administration Co-ordinator office: +442035679519 | email: matthew.richards@thephoenixgroup.com P Please help save the environment, print only if necessary. From: Tom Kim <Tom.Kim@milliman.com>  Sent: 10 August 2021 14:12 To: Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Danial Kherani <Danial.Kherani@milliman.com>; integrate-solutions.com <support@integrate-solutions.com> Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; Production Admin Team <ProductionAdminTeam@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: INC4164948: NEW INCIDENT: B3 Workflow Failed IFRS17   Alert! This is an external email sent from tom.kim@milliman.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Thanks for that update Matt. We believe all of the transforms have already been hit by now, so should be ok to proceed with the next valuation dates.   If you like you can send us links to any newly kicked-off workflows, and we can try to pop in periodically to see if anything looks unusual.   Tom Kim, FSA, FCIA, MAAA  Principal & Consulting Actuary – Life Technology Solutions   Milliman   +1 206 777 4350 Direct +1 416 823 8551 Mobile   milliman.com| email | linkedin   From: Matthew Richards <Matthew.Richards@thephoenixgroup.com>  Sent: Tuesday, August 10, 2021 9:01 AM To: Tom Kim <Tom.Kim@milliman.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Danial Kherani <Danial.Kherani@milliman.com>; integrate-solutions.com <support@integrate-solutions.com> Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; Production Admin Team <ProductionAdminTeam@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: INC4164948: NEW INCIDENT: B3 Workflow Failed IFRS17   Hi Tom,   I am pleased to say the replacement has worked, following Danial’s fix.   Are we confident now with the fixes in place, these errors will not happen when we come to running 12/2019 and 03/2021 workflows?   Kind regards Matt      Matthew Richards | Production Administration Co-ordinator office: +442035679519 | email: matthew.richards@thephoenixgroup.com P Please help save the environment, print only if necessary. From: Matthew Richards <Matthew.Richards@thephoenixgroup.com>  Sent: 10 August 2021 10:19 To: 'Tom Kim' <Tom.Kim@milliman.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Danial Kherani <Danial.Kherani@milliman.com>; integrate-solutions.com <support@integrate-solutions.com> Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; Production Admin Team <ProductionAdminTeam@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: INC4164948: NEW INCIDENT: B3 Workflow Failed IFRS17   Hi Tom,   Replacement workflow has been kicked off   ETL: INTEGRATE™ (mgalfacloud.com)   Kind regards Matt      Matthew Richards | Production Administration Co-ordinator office: +442035679519 | email: matthew.richards@thephoenixgroup.com P Please help save the environment, print only if necessary. From: Tom Kim <Tom.Kim@milliman.com>  Sent: 10 August 2021 04:23 To: Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Danial Kherani <Danial.Kherani@milliman.com>; integrate-solutions.com <support@integrate-solutions.com> Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: INC4164948: NEW INCIDENT: B3 Workflow Failed IFRS17   Alert! This is an external email sent from tom.kim@milliman.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ It doesn’t appear that it is quite the same issue as in INC4148709, but we were able to identify a memory capacity problem when applying a particular transform to a very large number of columns (1320) that appear in our DEI Vector input.   Danial has re-configured the i17\_Large execution profile on B3 to use higher memory capacity hardware & confirmed that the ETL now completes successfully. So I think you’ll just need to restart your workflow.   For further background unfortunately there appears to be some stale documentation in the release notes – the cluster size indicated for the large profile was a remnant of the Wave 1 work (back when we didn’t have these DEI Vector input loads) & the actual specs that we used in successful T4 testing were consistent with the new i17\_Large profile that is now in B3. We’ll send an update to the release notes on Tuesday that documents both the new i17-specific execution profiles as well as the updated hardware specifications. (You won’t need to do any setup for those, since that has already been done).   Thanks,   Tom Kim, FSA, FCIA, MAAA  Principal & Consulting Actuary – Life Technology Solutions   Milliman   +1 206 777 4350 Direct +1 416 823 8551 Mobile   milliman.com| email | linkedin   From: Tom Kim  Sent: Monday, August 9, 2021 10:38 AM To: Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Danial Kherani <Danial.Kherani@milliman.com>; integrate-solutions.com <support@integrate-solutions.com> Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: INC4164948: NEW INCIDENT: B3 Workflow Failed IFRS17   Mike, Danial is currently running a test to confirm whether this is the same issue as what we saw last week for INC4148709 (except this time with Inception/Subsequent instead of Transition). Will let you know more details once that test is done.   Tom Kim, FSA, FCIA, MAAA  Principal & Consulting Actuary – Life Technology Solutions   Milliman   +1 206 777 4350 Direct +1 416 823 8551 Mobile   milliman.com| email | linkedin   From: Michael Brunt <Michael.Brunt@thephoenixgroup.com>  Sent: Monday, August 9, 2021 10:23 AM To: Danial Kherani <Danial.Kherani@milliman.com>; integrate-solutions.com <support@integrate-solutions.com> Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; Tom Kim <Tom.Kim@mil... |
| 11-08-2021 11:11:52 - Daniel Robinson (Work notes) From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 11 August 2021 11:05 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95854 || INC4166895 - NEW INCIDENT:B3 Workspaces Failing To Start IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95854 Summary: INC4166895 - NEW INCIDENT:B3 Workspaces Failing To Start IFRS17 Date Created: Aug 11, 09:12 UTC Customer Reference #:  Priority: Normal Agent: Paul Beasmore Dear PhoenixIT PhoenixIT Your request (95854) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Paul Beasmore (Milliman LTS Support)  Aug 11, 2021, 10:04 UTC  Thanks Mike,  I have also reached out to Danial and I will send further updates ASAP.  Best regards, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  11-08-2021 11:02:55 - Daniel Robinson (Work notes) From: Michael Brunt (Milliman Support) <support@integrate-solutions.com>  Sent: 11 August 2021 10:57 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95854 || INC4166895 - NEW INCIDENT:B3 Workspaces Failing To Start IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95854 Summary: INC4166895 - NEW INCIDENT:B3 Workspaces Failing To Start IFRS17 Date Created: Aug 11, 09:12 UTC Customer Reference #:  Priority: Normal Agent: Paul Beasmore Dear PhoenixIT PhoenixIT Your request (95854) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Michael Brunt  Aug 11, 2021, 9:57 UTC  FYI   Regards Mike      Mike Brunt | MG-ALFA Team Analyst office: +442035679384 | email: michael.brunt@thephoenixgroup.com P Please help save the environment, print only if necessary. Advanced notice of leave: 16th to 30th August (inclusive)   From: Tahir Hussain (Milliman Support) <support@integrate-solutions.com>  Sent: Wednesday, August 11, 2021 10:25 AM Cc: Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4166895 - NEW INCIDENT:B3 Workspaces Failing To Start IFRS17   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  11-08-2021 10:33:38 - Daniel Robinson (Work notes) From: Tahir Hussain (Milliman Support) <support@integrate-solutions.com>  Sent: 11 August 2021 10:25 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95854 || INC4166895 - NEW INCIDENT:B3 Workspaces Failing To Start IFRS17 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95854 Summary: INC4166895 - NEW INCIDENT:B3 Workspaces Failing To Start IFRS17 Date Created: Aug 11, 09:12 UTC Customer Reference #:  Priority: Normal Agent: Paul Beasmore Dear PhoenixIT PhoenixIT Your request (95854) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Tahir Hussain (Milliman LTS Support)  Aug 11, 2021, 9:24 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Financial Projections (https://b3.mgalfacloud.com)  Severity: This incident is being logged with a severity level of 3, which is our default.  Issue Description: Summary: B3 Workspaces Failing To Start IFRS17  Environment: B3-pre Severity: 3 Reporting period: 12/2019 Valuation activity: n/a IFRS17 Testing Test Cycle 1  Workspaces affected: 2019Q4\_IFRS17\_SubMeasure\_IVMTC1\_PLG\_20210715\_R0375 https://b3.mgalfacloud.com/Workspace/Details?workspaceId=0118e78bee664e8f8fc505289615fe5e 2019Q4\_IFRS17\_SubMeasure\_IVMTC1\_ENTPLL\_20210715\_R0376 https://b3.mgalfacloud.com/Workspace/Details?workspaceId=2e5081ab7ce84b259e6a3ac7429ab64f 2019Q4\_IFRS17\_SubMeasure\_IVMTC1\_ENTPLAL\_20210715\_R0377 https://b3.mgalfacloud.com/Workspace/Details?workspaceId=52f5c7e7519041a6a586dea25cad8963 2019Q4\_IFRS17\_SubMeasure\_IVMTC1\_ENTSLAL\_20210715\_R0378 https://b3.mgalfacloud.com/Workspace/Details?workspaceId=541480eee99e40dea24015e5d041c873 2019Q4\_IFRS17\_SubMeasure\_IVMTC1\_ENTSLINTL\_20210715\_R0379 https://b3.mgalfacloud.com/Workspace/Details?workspaceId=1641240f97c04429a5aaaf763c6e06ca   Detailed description: The above subsequent measurement IVM workspaces have been started this morning, but has unfortunately they appear to have not started. This appears to have failed on picking up the factor files, namely 100, 120 and 150.  We believe the full configuration of the workspaces appear to be correct, as per the documentation provided. This is preventing any further runs being executed for the project. Please pass the ticket onto Milliman to investigate.    Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Tahir Hussain Operations Analyst - Life Technology Solutions Milliman +1 (888) 600 8188 or +44 20 3608 0105 support@integrate-solutions.com  11-08-2021 10:12:59 - Daniel Robinson (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 11 August 2021 10:12 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Request received] ID: [Request received] 95854 || INC4166895 - NEW INCIDENT:B3 Workspaces Failing To Start IFRS17  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95854 Summary: INC4166895 - NEW INCIDENT:B3 Workspaces Failing To Start IFRS17 Date Created: Aug 11, 09:12 UTC Customer Reference #:  Submit and manage all your tickets via our new web portal https://support.integrate-solutions.com Thank you for contacting the Milliman Life Technology Solutions Cloud Services Support Desk. This email confirms that your incident has been received. To add detail to this incident, simply reply to this message (without changing the subject line).  To contact the service desk or to raise the priority of this ticket, please contact the service desk at +44 02036080105 or +1 888-600-8188 Please note that the Milliman Service Desk is monitored from Monday to Friday from 8AM to 6PM GMT, excluding holidays.  Ticket ID: 95854  [8MZ4OW-P7KM]  11-08-2021 10:12:35 - Kieran Bramwell (Work notes) From: Service Desk  Sent: 11 August 2021 10:12 To: 'Milliman Support' <support@integrate-solutions.com> Subject: INC4166895 - NEW INCIDENT:B3 Workspaces Failing To Start IFRS17   Good morning Team,  Please can you raise a ticket for the below.  Thanks, Kieran      Kieran Bramwell | Senior Service Desk Analyst office: +442035679945 | email: kieran.bramwell@thephoenixgroup.com |
|  |
| 12-08-2021 09:59:35 - Kieran Bramwell (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 12 August 2021 09:49 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95892 || INC4167744 - NEW INCIDENT: T2 workspaces completing without producing results files – 12 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95892 Summary: INC4167744 - NEW INCIDENT: T2 workspaces completing without producing results files – 12 August 2021 Date Created: Aug 12, 07:44 UTC Customer Reference #:  Priority: Normal Agent: Tahir Hussain Dear PhoenixIT PhoenixIT Your request (95892) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Aug 12, 2021, 8:48 UTC  Thanks Tahir,   The MG-ALFA team have completed their investigation and confirmed it is a modelling issue. The scenario files in these jobsteps are missing the headers and scenario 0. Please close this ticket.   Thanks Gareth      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Tahir Hussain (Milliman Support) <support@integrate-solutions.com>  Sent: 12 August 2021 08:59 Cc: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4167744 - NEW INCIDENT: T2 workspaces completing without producing results files – 12 August 2021   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  12-08-2021 09:02:14 - Kieran Bramwell (Work notes) From: Tahir Hussain (Milliman Support) <support@integrate-solutions.com>  Sent: 12 August 2021 08:59 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95892 || INC4167744 - NEW INCIDENT: T2 workspaces completing without producing results files – 12 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95892 Summary: INC4167744 - NEW INCIDENT: T2 workspaces completing without producing results files – 12 August 2021 Date Created: Aug 12, 07:44 UTC Customer Reference #:  Priority: Normal Agent: Tahir Hussain Dear PhoenixIT PhoenixIT Your request (95892) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Tahir Hussain (Milliman LTS Support)  Aug 12, 2021, 7:59 UTC  Hi Gareth  We also believe this to be an modelling issue and will wait for your internal team to complete their investigation before we start looking into this further.  Kind Regards Tahir Hussain Operations Analyst - Life Technology Solutions Milliman +1 (888) 600 8188 or +44 20 3608 0105 support@integrate-solutions.com  12-08-2021 08:54:29 - Kieran Bramwell (Work notes) From: Tahir Hussain (Milliman Support) <support@integrate-solutions.com>  Sent: 12 August 2021 08:54 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95892 || INC4167744 - NEW INCIDENT: T2 workspaces completing without producing results files – 12 August 2021 ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95892 Summary: INC4167744 - NEW INCIDENT: T2 workspaces completing without producing results files – 12 August 2021 Date Created: Aug 12, 07:44 UTC Customer Reference #:  Priority: Normal Agent: Tahir Hussain Dear PhoenixIT PhoenixIT Your request (95892) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Tahir Hussain (Milliman LTS Support)  Aug 12, 2021, 7:54 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Financial Projections (https://t2.mgalfacloud.com)  Severity: This incident is being logged with a severity level of 3, which is our default.  Issue Description:  Summary: 96 jobsteps across 6 workspaces have failed to produce all expected results Environment: T2-pre Severity: 3 Reporting period: 06/2021 Valuation activity: No (IMOR DR6)  Workspaces affected: 2021Q2\_DR6\_TCF\_StochVABatch2\_SLGSM\_20210811\_R0476 (https://t2.mgalfacloud.com/Workspace/Details?workspaceId=136aa449bc854014a8319185a893cf6e) 2021Q2\_DR6\_TCF\_StochVABatch2\_SLGWP\_20210811\_R0477 (https://t2.mgalfacloud.com/Workspace/Details?workspaceId=84b8506319d34a5182199b9f98418d9a) 2021Q2\_DR6\_TCF\_StochVABatch2\_SLHWNP\_20210811\_R0479 (https://t2.mgalfacloud.com/Workspace/Details?workspaceId=41668e2eeef6453d9fe9df7b079c8e9b) 2021Q2\_DR6\_TCF\_StochVABatch2\_SLHWWP\_20210811\_R0480 (https://t2.mgalfacloud.com/Workspace/Details?workspaceId=299df20003c44a738305afeddbf31119) 2021Q2\_DR6\_TCF\_StochVABatch2\_SLPBNP\_20210811\_R0483 (https://t2.mgalfacloud.com/Workspace/Details?workspaceId=c517a18f25074f81bc44cab98f955e8e) 2021Q2\_DR6\_TCF\_StochVABatch2\_SLUKSM\_20210811\_R0485 (https://t2.mgalfacloud.com/Workspace/Details?workspaceId=bc715f31e3d64f36b62fe751884b09d2)   Jobsteps affected: SIS – SJH in each workspace, for example, in R0476 JS SIS (89b3f025-dbff-42b0-9160-c705fc91739b) ETL Job affected: https://idm-t2.mgalfacloud.com/#/etljob/t2%7C%7C6b6e50cf-4810-4bc2-9f4d-d8ef6ae2fcdf Data mart affected: GDSKey = 2021Q2\_2021.RC\_01\_DR6\_TCF Relevant inputs: N/a  Detailed description: In the same 16 jobsteps (SIS-SJH) in each of the 6 workspaces above, some but not all of the results files have been produced (and the jobstep is marked as complete). For example, in R0476, JS SIS (https://t2.mgalfacloud.com/JobStep/Details?workspaceId=136aa449bc854014a8319185a893cf6e&jobStepId=SIS), the following results files weren’t produced: Rreq.302:Scn.000, Rreq.307:Scn.000, Rreq.322:Scn.000, Rreq.402:Scn.000. This appears to be consistent across the 96 jobsteps affected, and is preventing the IDM Step1\_FCMLoad referenced. The other results files in these jobsteps, and the other jobsteps have completed.  The fact that the same jobsteps are encountering the problem suggests a modelling issue, rather than a system issue, so I’m going to raise this internally with our MG-ALFA team as well. Please let me know if you need any more detail.  Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Tahir Hussain Operations Analyst - Life Technology Solutions Milliman +1 (888) 600 8188 or +44 20 3608 0105 support@integrate-solutions.com  12-08-2021 08:47:44 - Kieran Bramwell (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 12 August 2021 08:44 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Request received] ID: [Request received] 95892 || INC4167744 - NEW INCIDENT: T2 workspaces completing without producing results files – 12 August 2021  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95892 Summary: INC4167744 - NEW INCIDENT: T2 workspaces completing without producing results files – 12 August 2021 Date Created: Aug 12, 07:44 UTC Customer Reference #:  Submit and manage all your tickets via our new web portal https://support.integrate-solutions.com Thank you for contacting the Milliman Life Technology Solutions Cloud Services Support Desk. This email confirms that your incident has been received. To add detail to this incident, simply reply to this message (without changing the subject line).  To contact the service desk or to raise the priority of this ticket, please contact the service desk at +44 02036080105 or +1 888-600-8188 Please note that the Milliman Service Desk is monitored from Monday to Friday from 8AM to 6PM GMT, excluding holidays.  Ticket ID: 95892  12-08-2021 08:44:12 - Kieran Bramwell (Additional comments) From: Service Desk  Sent: 12 August 2021 08:44 To: 'Milliman Support' <support@integrate-solutions.com> Subject: INC4167744 - NEW INCIDENT: T2 workspaces completing without producing results files – 12 August 2021  Good morning Team,  Please can you raise a ticket for the below.  Thanks, Kieran      Kieran Bramwell | Senior Service Desk Analyst office: +442035679945 | email: kieran.bramwell@thephoenixgroup.com |
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| 13-08-2021 18:00:01 - Gavin Jaigopaul (Work notes) From: James Sanford (Milliman Support) <support@integrate-solutions.com>  Sent: 13 August 2021 17:10 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 95932 || INC4169166 - NEW INCIDENT: B3 Workspace Not Producing Output ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95932 Summary: INC4169166 - NEW INCIDENT: B3 Workspace Not Producing Output Date Created: Aug 13, 15:48 UTC Customer Reference #:  Priority: Normal Agent: James Sanford Dear PhoenixIT PhoenixIT Your request (95932) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    James Sanford (Milliman LTS Support)  Aug 13, 2021, 16:09 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Financial Projections (https://b3.mgalfacloud.com)   Severity: This incident is being logged with a severity level of 3, which is our default.    Issue Description:  I’d like to raise a new Integrate IFP incident ticket, to be referred to the Milliman Service Desk (copied in for information only at this stage, pending an incident ticket reference). Summary: B3 Workspace Not Producing Output Environment: B3-pre Severity: 3 Reporting period: 12/2019 Valuation activity: n/a IFRS17 Testing Test Cycle 1 Workspace affected: 2019Q4\_IFRS17\_SubMeasure\_IVMTC1\_ENTPLL\_20210811\_R376\_v2 : Milliman Integrate (mgalfacloud.com) Workflow affected: INTEGRATE™ (mgalfacloud.com) ETL: INTEGRATE™ (mgalfacloud.com) Workspace expected output: INTEGRATE™ (mgalfacloud.com)   Data mart affected: 2018Q4\_2020.11\_v04\_IFRS17TC1\_Trans Relevant inputs: All DEI files present Detailed description: The above workspace was started this morning and has completed, but has unfortunately failed to produce it’s outputs within jobstep 0026.The workspace indicates it is complete, but the output is not available for download .This may also cause workflow 2019Q4\_2020.11\_v04\_IFRS17TC1\_IFsbsq\_Step67\_R0292 to fall over, as it is expecting output from the workspace. This is preventing any further runs being executed for the project. All DEI inputs are present. Please pass the ticket onto Milliman to investigate.    Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, James Sanford IT Specialist – Life Technology Solutions Milliman 1301 5th Ave, Suite 3800 Seattle WA 98101 USA James.Sanford@milliman.com Office: 206-777-4331  13-08-2021 16:54:57 - Gavin Jaigopaul (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 13 August 2021 16:49 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Request received] ID: [Request received] 95932 || INC4169166 - NEW INCIDENT: B3 Workspace Not Producing Output  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 95932 Summary: INC4169166 - NEW INCIDENT: B3 Workspace Not Producing Output Date Created: Aug 13, 15:48 UTC Customer Reference #:  Submit and manage all your tickets via our new web portal https://support.integrate-solutions.com Thank you for contacting the Milliman Life Technology Solutions Cloud Services Support Desk. This email confirms that your incident has been received. To add detail to this incident, simply reply to this message (without changing the subject line).  To contact the service desk or to raise the priority of this ticket, please contact the service desk at +44 02036080105 or +1 888-600-8188 Please note that the Milliman Service Desk is monitored from Monday to Friday from 8AM to 6PM GMT, excluding holidays.  Ticket ID: 95932  [MY3939-26WY]  13-08-2021 16:49:32 - Gavin Jaigopaul (Work notes) From: Service Desk  Sent: 13 August 2021 16:49 To: 'Milliman Support' <support@integrate-solutions.com> Subject: INC4169166 - NEW INCIDENT: B3 Workspace Not Producing Output  Good afternoon Team,     Please may a ticket be raised for the below incident?    Thank you, Gavin     Gavin Jaigopaul | Service Desk Analyst office: +442035679086 | email: gavin.jaigopaul@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Matthew Richards <Matthew.Richards@thephoenixgroup.com>  Sent: 13 August 2021 16:08 To: Service Desk <Service.Desk@thephoenixgroup.com> Cc: Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Rob Smith <Rob.Smith@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Mohua Banerjee (Sopra) <Mohua.Banerjee@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Production Admin Team <ProductionAdminTeam@thephoenixgroup.com>; Milliman service desk (zmg-alfa.operations.team@milliman.com) <zmg-alfa.operations.team@milliman.com> Subject: RE: NEW INCIDENT: B3 Workspace Not Producing Output  Hi,  I'd like to raise a new Integrate IFP incident ticket, to be referred to the Milliman Service Desk (copied in for information only at this stage, pending an incident ticket reference).  Summary: B3 Workspace Not Producing Output  Environment: B3-pre  Severity: 3  Reporting period: 12/2019  Valuation activity: n/a IFRS17 Testing Test Cycle 1  Workspace affected: 2019Q4\_IFRS17\_SubMeasure\_IVMTC1\_ENTPLL\_20210811\_R376\_v2 : Milliman Integrate (mgalfacloud.com)  Workflow affected: INTEGRATE™ (mgalfacloud.com)  ETL: INTEGRATE™ (mgalfacloud.com)  Workspace expected output: INTEGRATE™ (mgalfacloud.com)  Data mart affected:  2018Q4\_2020.11\_v04\_IFRS17TC1\_Trans  Relevant inputs: All DEI files present  Detailed description: The above workspace was started this morning and has completed, but has unfortunately failed to produce it's outputs within jobstep 0026.The workspace indicates it is complete, but the output is not available for download .This may also cause workflow 2019Q4\_2020.11\_v04\_IFRS17TC1\_IFsbsq\_Step67\_R0292 to fall over, as it is expecting output from the workspace. This is preventing any further runs being executed for the project. All DEI inputs are present. Please pass the ticket onto Milliman to investigate.  Kind regards Matt     Matthew Richards | Production Administration Co-ordinator office: +442035679519 | email: matthew.richards@thephoenixgroup.com P Please help save the environment, print only if necessary. |
| 09-09-2021 11:41:30 - Daniel Smith (Work notes) Vishal Tween (Milliman LTS Support)  Sep 9, 2021, 9:42 UTC  Hi Gareth,  Thanks for providing the workflow and advising of the success.  As the workaround has been confirmed, we will continue to work on the RCA of this issue along with next steps.  I can see that the T2 EP is still processing jobs. If you wish to have the workaround applied to that EP too, please reach out when the jobs are finished and we will happily apply it there too.  In the mean time, I will place this ticket on hold whilst we work to provide an RCA.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  09-09-2021 07:20:06 - Kieran Bramwell (Work notes) Ignore last note.  09-09-2021 07:19:51 - Kieran Bramwell (Work notes) From: James Buffham <James.Buffham@ThePhoenixGroup.Com>  Sent: 08 September 2021 22:43 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: RE: TASK0540384 - Docusign Access - Nathan Charles  Approved     James Buffham | Head of Financial Close, Banking & Reassurance office: +442035679555 | email: james.buffham@thephoenixgroup.com  08-09-2021 09:44:27 - Kieran Bramwell (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 08 September 2021 09:36 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96180 || INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96180 Summary: INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message Date Created: Aug 24, 06:15 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (96180) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Sep 8, 2021, 8:36 UTC  Hi Gareth,  Thanks for confirming RE: the D12s.  We will keep this ticket on hold pending the result of the P1 ESG testing.  If possible, could you please provide us with a URL to the workflow(s) that will be tested?  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  08-09-2021 09:44:14 - Kieran Bramwell (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 08 September 2021 09:33 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96180 || INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96180 Summary: INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message Date Created: Aug 24, 06:15 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (96180) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Sep 8, 2021, 8:32 UTC  Thanks Vishal, we don’t need it on the D12s. We’ll test this today.      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 08 September 2021 09:28 Cc: Jethro Hallett <Jethro.Hallett@thephoenixgroup.com>; Jessica Glenn <Jessica.Glenn@thephoenixgroup.com>; Janet Beamish <Janet.Beamish@ThePhoenixGroup.Com>; Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>; ESG Team <ESGTeam@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Finance Systems - Release Team <financesystemsreleaseteam@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  08-09-2021 09:43:58 - Kieran Bramwell (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 08 September 2021 09:28 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96180 || INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96180 Summary: INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message Date Created: Aug 24, 06:15 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (96180) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Sep 8, 2021, 8:27 UTC  Hi Gareth and Jethro,  Thanks for the update.  The P1 Execution Profile was not running and we have therefore applied the back-end grid unit configuration change in P1 on the P1D4v2 Execution Profile. We can see this is the default profile and previously executed ESG jobs, if you require it on the D12 profile, please let us know.  We will await the outcome of your testing.   Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  08-09-2021 08:52:15 - Kieran Bramwell (Work notes) From: Jethro Hallett (Milliman Support) <support@integrate-solutions.com>  Sent: 08 September 2021 08:51 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96180 || INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96180 Summary: INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message Date Created: Aug 24, 06:15 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (96180) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Jethro Hallett  Sep 8, 2021, 7:51 UTC  Hi Vishal,   I also approve for the remediation to happen in P1 as soon as possible please… once Gareth confirms P1 is available for the fix.   Kind regards, Jethro   Jethro Hallett | Change & Release Manager Finance Data, Systems and Change - Process Documentation link office: +442035679543 | email: jethro.hallett@thephoenixgroup.com   From: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>  Sent: 08 September 2021 07:32 To: 'Milliman Support' <support@integrate-solutions.com> Cc: Jessica Glenn <Jessica.Glenn@thephoenixgroup.com>; Janet Beamish <Janet.Beamish@ThePhoenixGroup.Com>; ESG Team <ESGTeam@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Finance Systems - Release Team <financesystemsreleaseteam@thephoenixgroup.com> Subject: RE: [External] Milliman Support Request: INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message   Morning Vishal   The jobs in T2 are still running. I assume the fix is required in P1 as well as T2, so I’d like to propose we take the fix in P1. This is to support our OAT testing of the new MG-ALFA model going in for Q3, and we need to run XSG today ideally (whereas in T2 we’ve already worked around the issue via direct scenario set uploads).   Thanks Gareth      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary. From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 07 September 2021 13:08 Cc: Jessica Glenn <Jessica.Glenn@thephoenixgroup.com>; Janet Beamish <Janet.Beamish@ThePhoenixGroup.Com>; ESG Team <ESGTeam@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Finance Systems - Release Team <financesystemsreleaseteam@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  08-09-2021 07:42:30 - Kieran Bramwell (Work notes) From: Gareth Thomas (Milliman Support) <support@integrate-solutions.com>  Sent: 08 September 2021 07:32 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96180 || INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96180 Summary: INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message Date Created: Aug 24, 06:15 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (96180) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Gareth Thomas  Sep 8, 2021, 6:32 UTC  Morning Vishal   The jobs in T2 are still running. I assume the fix is required in P1 as well as T2, so I’d like to propose we take the fix in P1. This is to support our OAT testing of the new MG-ALFA model going in for Q3, and we need to run XSG today ideally (whereas in T2 we’ve already worked around the issue via direct scenario set uploads).   Thanks Gareth      Gareth Thomas | Production Manager office: +442035679795 | email: gareth.thomas@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 07 September 2021 13:08 Cc: Jessica Glenn <Jessica.Glenn@thephoenixgroup.com>; Janet Beamish <Janet.Beamish@ThePhoenixGroup.Com>; ESG Team <ESGTeam@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Finance Systems - Release Team <financesystemsreleaseteam@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  07-09-2021 14:08:21 - Gavin Jaigopaul (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 07 September 2021 13:08 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96180 || INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96180 Summary: INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message Date Created: Aug 24, 06:15 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (96180) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Sep 7, 2021, 12:08 UTC  Hi Jess,  Thanks for advising.  Yes, the grids do need to be stopped with no jobs for us to implement the change. We will keep an eye on the site, however, if you see they complete before we update you please also feel free to let us know.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  07-09-2021 12:41:26 - Daniel Smith (Work notes) Jessica Glenn  Sep 7, 2021, 11:19 UTC  Thanks Vishal,    The tasks are some long-running BPM workspaces we started over the weekend and will need to complete before the grids can be stopped.    If the change cannot take place until those jobs have completed then we’ll have to wait for them before testing.   Kind Regards,  Jess      Jessica Glenn | Production Administration Manager office: +442035679135 | email: jessica.glenn@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 07 September 2021 10:50 Cc: Jessica Glenn <Jessica.Glenn@thephoenixgroup.com>; Janet Beamish <Janet.Beamish@ThePhoenixGroup.Com>; ESG Team <ESGTeam@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Finance Systems - Release Team <financesystemsreleaseteam@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  07-09-2021 11:21:32 - Daniel Smith (Work notes) Vishal Tween (Milliman LTS Support)  Sep 7, 2021, 9:50 UTC  Hi Jess,  Thanks for confirming.  There are currently a few single task jobs being processed by the Execution Profile, could you please advise how long you expect these to run for?    Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  07-09-2021 11:19:36 - Daniel Smith (Work notes) Jessica Glenn  Sep 7, 2021, 9:35 UTC  Good morning Vishal,    Please go ahead and change to the default Execution Profile (PHXD4v2T2) in T2 and we can then perform testing to see if this solves our issue.    Many Thanks,  Jess      Jessica Glenn | Production Administration Manager office: +442035679135 | email: jessica.glenn@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 07 September 2021 10:23 Cc: Jessica Glenn <Jessica.Glenn@thephoenixgroup.com>; Janet Beamish <Janet.Beamish@ThePhoenixGroup.Com>; ESG Team <ESGTeam@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Finance Systems - Release Team <financesystemsreleaseteam@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  07-09-2021 11:17:58 - Daniel Smith (Work notes) Vishal Tween (Milliman LTS Support)  Sep 7, 2021, 9:22 UTC  Good morning Jess and team,  Thank you for you patience while we investigate this issue.  I am able to report that after our testing yesterday with the side run workflow, the workflow was able to complete all of it's jobsteps without errors.   We have identified a back-end grid unit configuration change which allowed the test workflow to complete. This change does not impact results or runtimes and can be applied once all the grids within the Execution Profile have been stopped, without downtime to the site. The underlying node type will remain D4\_v2 also.   We will continue to investigate why this configuration change was necessary, however in the meantime to unblock Phoenix, we would like to apply this change to the default Execution Profile (PHXD4v2T2) in T2, for you to test and confirm the workflows now complete please.  Please advise if you are happy for us to make this change.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  06-09-2021 12:40:51 - Daniel Smith (Work notes) Vishal Tween (Milliman LTS Support)  Sep 6, 2021, 11:36 UTC  Hi Jess,  Thanks for the quick response and approval.  We will provide further updates in due course.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  06-09-2021 12:40:43 - Daniel Smith (Work notes) Jessica Glenn  Sep 6, 2021, 11:33 UTC  Morning Vishal,    Yes, please go ahead and test the side-run mentioned below to aid further investigations.    Many Thanks,  Jess      Jessica Glenn | Production Administration Manager office: +442035679135 | email: jessica.glenn@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 06 September 2021 11:48 Cc: Jessica Glenn <Jessica.Glenn@thephoenixgroup.com>; Janet Beamish <Janet.Beamish@ThePhoenixGroup.Com>; ESG Team <ESGTeam@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Finance Systems - Release Team <financesystemsreleaseteam@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  06-09-2021 11:55:50 - Daniel Smith (Work notes) Vishal Tween (Milliman LTS Support)  Sep 6, 2021, 10:47 UTC  Good morning Jess and team,  Thank you for your patience whilst we investigate this issue.  We have identified a potential issue that we wish to investigate further. With your permission, we would like to create a side run to the re-packaged T2 workflow: https://t2.mgalfacloud.com/Workflow/WorkflowDetails?workflowId=7226af4db62d49cca95c1486dc2f9640, using differing and clearly labelled data versions etc.  We would be creating this unique side run with our Tier 2 team and would use unique metadata to ensure it does not interfere with any of your runs or files.  Please can you advise if you approve us executing the proposed side run to further our investigations?  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  03-09-2021 15:49:01 - Gavin Jaigopaul (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 03 September 2021 15:22 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96180 || INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96180 Summary: INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message Date Created: Aug 24, 06:15 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (96180) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Sep 3, 2021, 14:21 UTC  Hi Jess,  As an update, I am working with our Tier 2 team to look into this further and will provide updates as we progress.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  02-09-2021 12:58:48 - Daniel Robinson (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 02 September 2021 12:57 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96180 || INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96180 Summary: INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message Date Created: Aug 24, 06:15 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (96180) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Sep 2, 2021, 11:57 UTC  Hi Jess,  Thanks for the update, I will look into this further and circle back with updates.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  02-09-2021 09:45:02 - Kieran Bramwell (Work notes) From: Jessica Glenn (Milliman Support) <support@integrate-solutions.com>  Sent: 02 September 2021 09:37 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96180 || INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96180 Summary: INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message Date Created: Aug 24, 06:15 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (96180) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Jessica Glenn  Sep 2, 2021, 8:36 UTC  Morning Vishal,    Having looked back on the previous ticket, it looked as though the file names were inconsistent and after the ESG team were able to rectify the issue, the files created as expected. We don’t believe this is the case with these workflows.    As we are seeing this error across multiple environment, it feels as though there could be an underlying issue that is currently affecting the ESG Production using XSG Workflows.   On your recommendation, we asked the ESG team to repackage the workflow inputs for T2 and P1, as both sites were affected by what appeared to be the same error.   P1 original workflow – https://p1.mgalfacloud.com/Workflow/WorkflowDetails?workflowId=59f24a72770746a1a41dab7b52054f03 P1 repackaged workflow – https://p1.mgalfacloud.com/Workflow/WorkflowDetails?workflowId=cc316f51ccf54eae96be0c9e187933b2   T2 original workflow – https://t2.mgalfacloud.com/Workflow/WorkflowDetails?workflowId=4367a38a10f449a3a3b9b780337c53eb T2 repackaged workflow – https://t2.mgalfacloud.com/Workflow/WorkflowDetails?workflowId=7226af4db62d49cca95c1486dc2f9640   Outputs from the original workflows have been downloaded and the outputs have been compared and we don’t believe this is the same as the previous issue from #88390.   The inputs used for the T2 1p1g workflow were originally ran through P1 as part of Q2 valuation and successfully produced the files using the same naming conventions and file formatting, suggesting the names were matching correctly at this point : https://p1.mgalfacloud.com/Workflow/WorkflowDetails?workflowId=da3bbdb47aca4aaeac097d9aff289ed9   The production of these files is now affecting P1 as well as the testing environments, is this something that can be further investigated to try and understand the cause of these errors?    Many Thanks,  Jess      Jessica Glenn | Production Administration Manager office: +442035679135 | email: jessica.glenn@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 24 August 2021 11:22 Cc: Janet Beamish <Janet.Beamish@ThePhoenixGroup.Com>; ESG Team <ESGTeam@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Finance Systems - Release Team <financesystemsreleaseteam@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  31-08-2021 12:03:47 - Daniel Robinson (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 31 August 2021 12:01 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96180 || INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Hi PhoenixIT, We recently provided an update for INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message, Ticket ID 96180. As we have not heard back from you since our update and recent reminder, this ticket will be marked as solved, pending automatic closure in 7 days.  Please let us know if you need more time to work through the information we provided or if any further assistance is still required, by simply replying to the case here https://support.integrate-solutions.com/hc/requests/96180, to keep this ticket open. Thank you, Milliman Support Team [49P6VO-7P9R]  26-08-2021 14:47:52 - Gavin Jaigopaul (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 26 August 2021 13:02 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96180 || INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Hi PhoenixIT, We recently provided an update about INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message, Ticket ID 96180, but we haven’t heard back from you. Please let us know if you need more time to work through the information we provided or if any additional assistance is required, by simply replying to the case here https://support.integrate-solutions.com/hc/requests/96180. Thank you, Milliman Support Team [49P6VO-7P9R]  24-08-2021 11:22:36 - Kieran Bramwell (Work notes) From: Vishal Tween (Milliman Support) <support@integrate-solutions.com>  Sent: 24 August 2021 11:22 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96180 || INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96180 Summary: INC4179135: New Integrate incident - T2-pre - XSG workflows failed - no useful error message Date Created: Aug 24, 06:15 UTC Customer Reference #:  Priority: Normal Agent: Vishal Tween Dear PhoenixIT PhoenixIT Your request (96180) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Vishal Tween (Milliman LTS Support)  Aug 24, 2021, 10:22 UTC  Hi Janet,  This looks to be a similar issue to that seen in #88390/PHXI0084087.  On review of the logs for the processing of the output from the XSG Scenario Set Pre-Generation step jobstep, there are log entries indicating a file name mismatches during the processing of the output as input file:   2021-08-16 17:20:16,874 [1] INFO Milliman.IFP.Workflow.Tasks.TaskHelpers.ProcessResultsHandler - Processing output as input file, Id = ess\_all\_intycpardown\_202106\_v1p1gica, Key = gen.scenfile.ess\_all\_intycpardown\_202106\_v1p1gica.569c9a6b0a9f4729a20ef246a864bcc0, OutputRepresentation = Other 2021-08-16 17:20:16,874 [1] INFO Milliman.IFP.Workflow.Tasks.TaskHelpers.ProcessResultsHandler - Could not find a file that matches the pattern = ess\_all\_intycpardown\_202106\_v1p1gica\*csv ...... 2021-08-16 17:20:16,874 [1] INFO Milliman.IFP.Workflow.Tasks.TaskHelpers.ProcessResultsHandler - Processing output file, Id = CalibratedAssumptions, Key = gen.calib.ess\_all\_intycpardown\_202106\_v1p1gica.e5e01bfa3fd3444ba07ed8cf99c33e9a, OutputRepresentation = Other 2021-08-16 17:20:16,874 [1] INFO Milliman.IFP.Workflow.Tasks.TaskHelpers.ProcessResultsHandler - Could not find a file that matches the pattern = CalibratedAssumptions.zip In the previous incident, the ESG team revised the file and the runs were able to complete.   We would therefore advise that the ESG team review the T2 workflow and feedback their findings please. Please let us know if they/you need any further details to assist their investigations.  Kind regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com  24-08-2021 09:44:09 - Daniel Smith (Work notes) Vishal Tween (Milliman LTS Support)  Aug 24, 2021, 7:19 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Financial Projections (https://t2.mgalfacloud.com/)  Severity: This incident is being logged with a severity level of 3, which is our default.  Issue Description: We are trying to reproduce a selection of ESGs originally created in P1-prd in the T2 as part of the DR6 dry run. These workflows use the same XSG components as the equivalent Q2 production runs (see: 2021Q2\_ICA\_1p1g https://p1.mgalfacloud.com/Workflow/WorkflowDetails?workflowId=da3bbdb47aca4aaeac097d9aff289ed9 ). Both workflows appear to complete the pre-Gen step successfully, but report errors on all subsequent steps. Error message is:   Error running task. Could not complete calibration. Error details: One or more errors occurred.   We haven’t been able to identify any differences between the T2 and Production versions, and would appreciete Milliman assistance to determe the cause of the errors. Please pass to Milliman for investigation. Many thanks, Janet  Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Vishal Tween Operations Specialist - Life Technology Solutions Milliman support@integrate-solutions.com |
| 26-08-2021 16:24:16 - Samba Sene (Additional comments) Closing incident as per User s IM below  [‎26/‎08/‎2021 16:23] Johann Marais:  Hi. There must have been something wrong with that specific spreadsheet. I have tested another spreadsheet and it works fine, so I'll just redo that specific spreadsheet. Thanks for your help [‎26/‎08/‎2021 16:23] Service Desk UK:  ok, you are welcome |
| 27-08-2021 09:48:45 - Daniel Robinson (Work notes) HI Team,  are you able to look into this issue.  Thank you.  27-08-2021 09:48:15 - Daniel Robinson (Additional comments) From: Jethro Hallett <Jethro.Hallett@thephoenixgroup.com>  Sent: 27 August 2021 09:46 To: Service Desk <Service.Desk@thephoenixgroup.com> Cc: zMG-ALFA Operations Team <zMG-Alfa.operations.team@milliman.com>; Gary Woodbridge <Gary.Woodbridge@ThePhoenixGroup.Com>; Wesley Cave (Sopra) <Wesley.Cave@thephoenixgroup.com>; 'Vishal Tween' <Vishal.Tween@milliman.com>; Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com>; Tony Weston <Tony.Weston@thephoenixgroup.com> Subject: RE: Phoenix P1 IDM DEI Down  Hi Phoenix Service Desk,  Please log a Phoenix Incident for this issue reported by Milliman and investigate ASAP.  Kind regards, Jethro   Jethro Hallett | Change & Release Manager Finance Data, Systems and Change - Process Documentation link office: +442035679543 | email: jethro.hallett@thephoenixgroup.com  From: Vishal Tween <Vishal.Tween@milliman.com>  Sent: 27 August 2021 09:20 To: Gareth Thomas <Gareth.Thomas@ThePhoenixGroup.Com>; Milliman Prod Notifications <milliman\_prod\_notifications@thephoenixgroup.com>; Tony Weston <Tony.Weston@thephoenixgroup.com> Cc: zMG-ALFA Operations Team <zMG-Alfa.operations.team@milliman.com>; Gary Woodbridge <Gary.Woodbridge@ThePhoenixGroup.Com>; Jethro Hallett <Jethro.Hallett@thephoenixgroup.com>; Wesley Cave (Sopra) <Wesley.Cave@thephoenixgroup.com> Subject: [External] Phoenix P1 IDM DEI Down  Alert! This is an external email sent from vishal.tween@milliman.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Good morning,  This is a notification to advise that our automatic monitoring systems have alerted us to an issue with the P1 (Production) IDM DEI service.  The DEI service has stopped heart beating and needs to be restarted. We are unable to access the server which hosts this service, so are unable to perform the restart ourselves. For further info, the connection hangs here before erroring that it cannot connect:    Please can you advise if there is an active issue with the server?  Kind regards,  Vishal Tween Operations Specialist - Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK  +44 121 516 3137 Office +44 7584 563482 UK Mobile  Milliman.com  Milliman Life Technology Solutions Cloud Service Desk https://support.integrate-solutions.com support@integrate-solutions.com  Information on how we use personal data and about how data subject rights can be exercised is available on our website http://uk.milliman.com/legal/privacy/. As a controller of personal data, we take great care over how we collect, use and protect that information. If you have any queries in relation to our processing of personal data you can contact us at data.protection@milliman.com.  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  This communication is intended solely for the addressee and is confidential. If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful. Unless indicated to the contrary: it does not constitute professional advice or opinions upon which reliance may be made by the addressee or any other party, and it should be considered to be a work in progress.  Milliman LLP. Registered Office: 11 Old Jewry, London EC2R 8DU Registered in the UK with No: OC376134  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* |
| 01-09-2021 08:10:17 - Daniel Smith (Work notes) Paul Beasmore (Milliman LTS Support)  Sep 1, 2021, 6:42 UTC  Thanks for the update Seb.  Best regards, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  31-08-2021 16:20:05 - Gavin Jaigopaul (Work notes) From: Sebastian.Spiers (Milliman Support) <support@integrate-solutions.com>  Sent: 31 August 2021 16:12 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96339 || INC4184941: [Milliman Service Desk] AHost.exe failure on clustered runs with new exit code ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96339 Summary: INC4184941: [Milliman Service Desk] AHost.exe failure on clustered runs with new exit code Date Created: Aug 31, 10:29 UTC Customer Reference #:  Priority: Low Agent: Tahir Hussain Dear PhoenixIT PhoenixIT Your request (96339) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Sebastian.Spiers  Aug 31, 2021, 15:11 UTC  Hi Paul,   Myself and another colleague have carried out further desktop checks and have managed to sort out this issue. Please can you close the ticket as it is no longer required?   Many thanks,   Seb      Sebastian Spiers | SAS Analyst (Finance and Actuarial Systems) office: +442035679056 | email: sebastian.spiers@thephoenixgroup.com P Please help save the environment, print only if necessary.  From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 31 August 2021 14:18 Cc: Michael Brunt <Michael.Brunt@thephoenixgroup.com>; MG-ALFA Team <MG-ALFATeam@thephoenixgroup.com>; Sebastian Spiers <Sebastian.Spiers@thephoenixgroup.com> Subject: [External] Milliman Support Request: INC4184941: [Milliman Service Desk] AHost.exe failure on clustered runs with new exit code   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  31-08-2021 14:56:30 - Daniel Smith (Work notes) Paul Beasmore (Milliman LTS Support)  Aug 31, 2021, 13:17 UTC  Hello Sebastian,  As this is failing in the Cloud as well as on your desktop we will probably need to investigate the model further.  To assist Milliman with their investigations could you please provide further details on what investigations have taken place internally as I would like to avoid duplication of work if possible.  Also please note I am dropping the severity of this ticket to a severity 4 as this is not a cloud system issue and is more of a model investigation/service request. Happy to discuss further if toy feel this is not appropriate but please be aware we are activity working on this request.  Thanks, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  31-08-2021 14:25:58 - Daniel Smith (Work notes) Sebastian.Spiers  Aug 31, 2021, 13:09 UTC  Hi Tahir,   The model has been uploaded:   Milliman LTS UK (sharefile.com)   Many thanks,   Seb      Sebastian Spiers | SAS Analyst (Finance and Actuarial Systems) office: +442035679056 | email: sebastian.spiers@thephoenixgroup.com P Please help save the environment, print only if necessary.  31-08-2021 11:53:19 - Daniel Robinson (Work notes) From: Tahir Hussain (Milliman Support) <support@integrate-solutions.com>  Sent: 31 August 2021 11:52 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96339 || INC4184941: [Milliman Service Desk] AHost.exe failure on clustered runs with new exit code ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96339 Summary: INC4184941: [Milliman Service Desk] AHost.exe failure on clustered runs with new exit code Date Created: Aug 31, 10:29 UTC Customer Reference #:  Priority: Normal Agent:  Dear PhoenixIT PhoenixIT Your request (96339) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Tahir Hussain (Milliman LTS Support)  Aug 31, 2021, 10:51 UTC  Hi Sebastian  We will begin investigating at our end, can you please provide the packaged up model, as this will assist with our investigation.  Kind Regards  Tahir Hussain Operations Analyst - Life Technology Solutions Milliman +1 (888) 600 8188 or +44 20 3608 0105 support@integrate-solutions.com  31-08-2021 11:52:59 - Daniel Robinson (Work notes) From: Tahir Hussain (Milliman Support) <support@integrate-solutions.com>  Sent: 31 August 2021 11:50 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96339 || INC4184941: [Milliman Service Desk] AHost.exe failure on clustered runs with new exit code ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96339 Summary: INC4184941: [Milliman Service Desk] AHost.exe failure on clustered runs with new exit code Date Created: Aug 31, 10:29 UTC Customer Reference #:  Priority: Normal Agent:  Dear PhoenixIT PhoenixIT Your request (96339) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Tahir Hussain (Milliman LTS Support)  Aug 31, 2021, 10:49 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • MG-ALFA Compute for Azure (https://d1.mgalfacompute.com)  Severity: This incident is being logged with a severity level of 3, which is our default.  Issue Description:  Summary: AHost.exe failure on clustered runs with new exit code. Environment: d1.mgalfacompute.com Severity: 3 Reporting Period: 2020 Q4 Valuation Activity: Project – Late Retirements Workspaces / Workflows / Data Marts Affected: 2020Q4\_IMOR\_S2P1\_Cycle2IMHValn\_SERP\_20210721\_R0146 / Release C model (11.4.2028\_2021.RC.01.01\_Main) Jobsteps / Jobs / Reports Affected: 076 and stress runs Relevant inputs: I am happy to package up a model and provide these Detailed Description: When attempting to run Job Step 076 or stress runs such as 101 – 106, the following error is produced “ERROR: ahost.exe with arguments ". . model.cmd 1 -f "s 0 1"" completed with exit code: -1073741676” Attempts to run a single policy on the desktop yields the following error: “ahost aborted with return code 0xC0000094”  Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Tahir Hussain Operations Analyst - Life Technology Solutions Milliman +1 (888) 600 8188 or +44 20 3608 0105 support@integrate-solutions.com  31-08-2021 11:30:07 - Daniel Robinson (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 31 August 2021 11:30 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Request received] ID: [Request received] 96339 || INC4184941: [Milliman Service Desk] AHost.exe failure on clustered runs with new exit code  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96339 Summary: INC4184941: [Milliman Service Desk] AHost.exe failure on clustered runs with new exit code Date Created: Aug 31, 10:29 UTC Customer Reference #:  Submit and manage all your tickets via our new web portal https://support.integrate-solutions.com Thank you for contacting the Milliman Life Technology Solutions Cloud Services Support Desk. This email confirms that your incident has been received. To add detail to this incident, simply reply to this message (without changing the subject line).  To contact the service desk or to raise the priority of this ticket, please contact the service desk at +44 02036080105 or +1 888-600-8188 Please note that the Milliman Service Desk is monitored from Monday to Friday from 8AM to 6PM GMT, excluding holidays.  Ticket ID: 96339  [80L4DP-WL50]  31-08-2021 11:29:35 - Daniel Robinson (Work notes) From: Service Desk  Sent: 31 August 2021 11:29 To: 'Milliman Support' <support@integrate-solutions.com> Subject: INC4184941: [Milliman Service Desk] AHost.exe failure on clustered runs with new exit code  Hi team,  Please raise a ticket for the below.  Kind regards,     Daniel Robinson | Service Desk Analyst office: +442035679017 | email: daniel.robinson@thephoenixgroup.com P Please help save the environment, print only if necessary.  31-08-2021 11:29:01 - Daniel Robinson (Additional comments) From: Sebastian Spiers <Sebastian.Spiers@thephoenixgroup.com>  Sent: 31 August 2021 11:24 To: Service Desk <Service.Desk@thephoenixgroup.com> Cc: Michael Brunt <Michael.Brunt@thephoenixgroup.com> Subject: [Milliman Service Desk] AHost.exe failure on clustered runs with new exit code  Hello,  I'd like to raise a new incident, to be referred to the Milliman Service Desk (copied in for information only at this stage, pending an incident ticket reference - For Milliman, please cc ticket to michael.brunt@thephoenixgroup.com).   ---------------------  Summary: AHost.exe failure on clustered runs with new exit code.  Environment: d1.mgalfacompute.com  Severity: 3  Reporting Period: 2020 Q4  Valuation Activity: Project – Late Retirements  Workspaces / Workflows / Data Marts Affected: 2020Q4\_IMOR\_S2P1\_Cycle2IMHValn\_SERP\_20210721\_R0146 / Release C model (11.4.2028\_2021.RC.01.01\_Main)  Jobsteps / Jobs / Reports Affected: 076 and stress runs  Relevant inputs: I am happy to package up a model and provide these  Detailed Description: When attempting to run Job Step 076 or stress runs such as 101 – 106, the following error is produced "ERROR: ahost.exe with arguments ". . model.cmd 1 -f "s 0 1"" completed with exit code: -1073741676"  Attempts to run a single policy on the desktop yields the following error: "ahost aborted with return code 0xC0000094"  Attachments added:  ---------------------  Many thanks,  Seb     Sebastian Spiers | SAS Analyst (Finance and Actuarial Systems) office: +442035679056 | email: sebastian.spiers@thephoenixgroup.com P Please help save the environment, print only if necessary. |
| 01-09-2021 11:29:15 - Mark Wyllie (Additional comments) Resolved based on resolution of Parent Incident. |
| 08-09-2021 07:37:44 - Kieran Bramwell (Work notes) From: Michael Brunt (Milliman Support) <support@integrate-solutions.com>  Sent: 07 September 2021 21:27 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96403 || INC4186796 - No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96403 Summary: INC4186796 - No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs Date Created: Sep 2, 07:25 UTC Customer Reference #:  Priority: Normal Agent:  Dear PhoenixIT PhoenixIT Your request (96403) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Michael Brunt  Sep 7, 2021, 20:27 UTC  Hi Tom, Danial Given your bsuiness day is nearly over, as agreed can you provide an update on progress to identifying the issue casuing TC1 Factor Files not to be populated with Direct results  06-09-2021 07:22:47 - Kieran Bramwell (Work notes) From: Michael Brunt (Milliman Support) <support@integrate-solutions.com>  Sent: 03 September 2021 22:11 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96403 || INC4186796 - No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96403 Summary: INC4186796 - No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs Date Created: Sep 2, 07:25 UTC Customer Reference #:  Priority: Normal Agent:  Dear PhoenixIT PhoenixIT Your request (96403) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Michael Brunt  Sep 3, 2021, 21:10 UTC  Hi Danial   Any news?   Regards Mike      Mike Brunt | MG-ALFA Team Analyst office: +442035679384 | email: michael.brunt@thephoenixgroup.com P Please help save the environment, print only if necessary.  03-09-2021 17:29:11 - Gavin Jaigopaul (Work notes) From: Michael Brunt (Milliman Support) <support@integrate-solutions.com>  Sent: 03 September 2021 17:16 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96403 || INC4186796 - No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96403 Summary: INC4186796 - No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs Date Created: Sep 2, 07:25 UTC Customer Reference #:  Priority: Normal Agent:  Dear PhoenixIT PhoenixIT Your request (96403) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Michael Brunt  Sep 3, 2021, 16:16 UTC  Hi Danial   Please could you update us on progress – the UK business day finishes in 15 minutes   · Issue 1: Transition script corrected to overwrite i17InputRecID to NA on Scalar File o Solution developed · Issue 2: Factor Files not populated with Direct results o Analysis to date o Proposed solution o Expected delivery of solution   Regards Mike      Mike Brunt | MG-ALFA Team Analyst office: +442035679384 | email: michael.brunt@thephoenixgroup.com P Please help save the environment, print only if necessary.   From: Michael Brunt (Milliman Support) <support@integrate-solutions.com>  Sent: Friday, September 3, 2021 10:45 AM Cc: Ben Awunor <ben.awunor@royallondon.com>; Richard Blyth <Richard.Blyth@ThePhoenixGroup.Com>; Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Milliman Test Notifications <milliman\_test\_notifications@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; Melanie Cowie <melanie\_cowie@standardlife.com> Subject: [External] Milliman Support Request: INC4186796 - No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs   Alert! This is an external email sent from support@integrate-solutions.com.     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  03-09-2021 11:05:07 - Michael Brunt (Additional comments) reply from: Michael.Brunt@thephoenixgroup.com  Is it possible for this incident to be a ‘child’ of “PRJ0010249 : IFRS 17”?  Regards Mike  [cid:image001.png@01D7A0B3.5300CAF0]<http://www.thephoenixgroup.com/>  Mike Brunt | MG-ALFA Team Analyst office: +442035679384<tel:+442035679384> | email: michael.brunt@thephoenixgroup.com<mailto:michael.brunt@thephoenixgroup.com> P Please help save the environment, print only if necessary.  From: Service-Now <standardprod@service-now.com> Sent: Thursday, September 2, 2021 8:27 AM To: Michael Brunt <Michael.Brunt@thephoenixgroup.com> Subject: Incident INC4186796 has been opened     Hello Michael,  We are sorry to hear that you have a problem with your IT service. An incident has been opened on your behalf. The issue being: No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs    You told us: From: Michael Brunt <Michael.Brunt@thephoenixgroup.com<mailto:Michael.Brunt@thephoenixgroup.com>> Sent: 02 September 2021 08:23 To: Service Desk <Service.Desk@thephoenixgroup.com<mailto:Service.Desk@thephoenixgroup.com>> Cc: Milliman Service Heads Up (zmg-alfa.operations.team@milliman.com<mailto:zmg-alfa.operations.team@milliman.com>) <zmg-alfa.operations.team@milliman.com<mailto:zmg-alfa.operations.team@milliman.com>>; Danial Kherani <Danial.Kherani@milliman.com<mailto:Danial.Kherani@milliman.com>>; Elizabeth.Witts@milliman.com<mailto:Elizabeth.Witts@milliman.com>; Richard Blyth <Richard.Blyth@ThePhoenixGroup.Com<mailto:Richard.Blyth@ThePhoenixGroup.Com>>; Ben Awunor <Ben.Awunor@thephoenixgroup.com<mailto:Ben.Awunor@thephoenixgroup.com>>; Stefan Marion <Stefan.Marion@thephoenixgroup.com<mailto:Stefan.Marion@thephoenixgroup.com>>; Raj Atwal <Raj.Atwal@thephoenixgroup.com<mailto:Raj.Atwal@thephoenixgroup.com>>; Matthew Richards <Matthew.Richards@thephoenixgroup.com<mailto:Matthew.Richards@thephoenixgroup.com>> Subject: No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs  I'd like to raise a new incident, to be referred to the Milliman Service Desk (copied in for information only at this stage, pending an incident ticket reference - For Milliman, please cc ticket to michael.brunt@thephoenixgroup.com<mailto:michael.brunt@thephoenixgroup.com> & Danial.Kherani@milliman.com<mailto:Danial.Kherani@milliman.com>).  ---------------------  Summary:  Environment: b3.mgalfacloud.com  Severity: 3  Reporting Period: YE18, YE19, Q120  Valuation Activity: IFRS 17 Project Test Cycle  Workspaces: see IVM Cloud Paths.xlsx attached  Jobsteps: 026  Relevant inputs: as per workspaces  Detailed Description: On completion of the IFRS 17 IFP Test Cycle 1 it was identified that no results were present in the Rreq.003 output for any of the YE18 IVM runs and limited output was available for YE19 and Q120 PLG IVM runs  Attachments added: IVM Cloud Paths.xlsx – includes links to all workspaces ---------------------  Regards Mike    Mike Brunt | MG-ALFA Team Analyst office: +442035679384 | email: michael.brunt@thephoenixgroup.com<mailto:michael.brunt@thephoenixgroup.com>           More information to share? Please ensure you are already logged into ServiceNow, if not click Here<https://standardprod.service-now.com/excelerator\_login.do>. You can then Track My Requests Click INC4186796<https://standardprod.service-now.com/nav\_to.do?uri=incident.do%3Fsys\_id=a141a61a1b9e7014108265f2b24bcbd9%26sysparm\_stack=incident\_list.do%3Fsysparm\_query=active=true>  Looking for an update on your incident? Click here<mailto:standardprod@service-now.com?subject=Re%3AINC4186796%20-%20incident%20chaser&body=%0A%0ARef%3AMSG52216991%20>        Incident Number: INC4186796  Assignment Group: Service Desk (PHX)  Priority: 4 - Low  Affected Item: MG-ALFA (Phx)  Category: Application  Subcategory: Data Issue         Please do not reply to this email. This message was sent from a notification-only email address that does not accept incoming email.   Ref:MSG52216991 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ This e-mail and any accompanying documents are confidential and access to it by anyone other than the intended recipient is unauthorised. If you have received it in error, firstly, we are sorry. Secondly, please notify us immediately by e-mail at administrator@thephoenixgroup.com<mailto:administrator@thephoenixgroup.com> and delete the e-mail. Thank you.  Whilst precautions have been taken to ensure that this e-mail and any attachment has been checked for viruses, we cannot guarantee that they are virus free and we cannot accept liability for any damage sustained as a result of software viruses. We would advise you to carry out your own virus checks, especially before opening an attachment.  Pearl Group Services Limited, no. 5549998 is authorised and regulated by the Financial Conduct Authority. Registered in England at 1 Wythall Green Way, Wythall, Birmingham B47 6WG.  Pearl Group Management Services Limited, no. 3588063 is authorised and regulated by the Financial Conduct Authority. Registered in England at 1 Wythall Green Way, Wythall, Birmingham B47 6WG.  Pearl Group Holdings (No. 1) Limited, no. 3524909 is registered in England at Juxon House, 100 St Paul’s Churchyard, London EC4M 8BU.  Pearl Group Services Limited, Pearl Group Management Services Limited and Pearl Group Holdings (No.1) Limited are members of the Phoenix group of companies. www.thephoenixgroup.com<http://www.thephoenixgroup.com> \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  03-09-2021 10:55:25 - Daniel Robinson (Work notes) From: Michael Brunt (Milliman Support) <support@integrate-solutions.com>  Sent: 03 September 2021 10:45 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96403 || INC4186796 - No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96403 Summary: INC4186796 - No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs Date Created: Sep 2, 07:25 UTC Customer Reference #:  Priority: Normal Agent:  Dear PhoenixIT PhoenixIT Your request (96403) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Michael Brunt  Sep 3, 2021, 9:45 UTC  Hi Danial 1. The script needs to be fixed for both issues 2. This fixed script is required for TC1 3. The fixed script needs to be formally delivered a. NB. If the analysis and solution required for the second issue is extended, PHX will re-visit this decision Please provide daily updates via this ticket as to the progress on this issue covering: • Issue 1: Transition script corrected to overwrite i17InputRecID to NA on Scalar File o Solution developed • Issue 2: Factor Files not populated with Direct results o Analysis to date o Proposed solution o Expected delivery of solution I note, by the way, that B3-IDM site is operational Regards Mike Mike Brunt | MG-ALFA Team Analyst office: +442035679384 | email: michael.brunt@thephoenixgroup.com P Please help save the environment, print only if necessary. From: Danial Kherani <Danial.Kherani@milliman.com>  Sent: Thursday, September 2, 2021 5:10 PM To: Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Production Admin Team <ProductionAdminTeam@thephoenixgroup.com> Cc: zMG-ALFA Operations Team <zMG-Alfa.operations.team@milliman.com>; Elizabeth Witts <Elizabeth.Witts@milliman.com>; Richard Blyth <Richard.Blyth@ThePhoenixGroup.Com>; Ben Awunor <Ben.Awunor@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Service Desk <Service.Desk@thephoenixgroup.com>; Jay Brown <jay.brown@milliman.com>; Tom Kim <Tom.Kim@milliman.com> Subject: [External] RE: No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs Alert! This is an external email sent from danial.kherani@milliman.com. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Hi Mike,  For two issues you are seeing : • No results for YE18 Transition o I17InputRecID seems to be the issue here. It is not the same between Model Point File ( set as i17InputRecID = i17CohortID ) and Factor Files ( i17InputRecID = NA) o IDM scripts should be overwriting i17InputRecID to NA on Model Point File because PHX doesn’t use the New Business/Annual Cohort Functionality  o This is correctly being done on Subsequent scripts and therefore no such issues there but unfortunately not on Transition scripts o It seems like we missed this in our testing because the scalar input I used had i17InputRecID already set to “NA” so no such input transformation was actually needed during my tests. o But in PHX’s case, the scalar input was populated correctly as per the Output Spec and therefore we are seeing this issue.  o This will require an update to script.  • IVM Factor Files only have cash flows for Ceded Cohorts for PLG  o I can confirm that I am seeing this issue as well. o This will require some investigation from Jay on IDM to see why direct PLG cohorts are being dropped from Factor Files o B3-IDM site is currently down so this will have to wait until the site is back up and running.  o This will most likely be a script change too if FCM is producing right results and IDM is not grabbing them properly. I assume both these issues will require an update/fix to the scripts. I guess the next question here is that if its ok that we fix these issues as part of Phase 2 delivery? Or PHX would like this fixed and tested for TC1?  Regards, Danial Kherani, ASA, ACIA Associate Actuary – Life Technology Solutions Milliman +1 519 722 8105 Mobile milliman.com | email | linkedin  02-09-2021 18:01:30 - Gavin Jaigopaul (Work notes) From: Michael Brunt (Milliman Support) <support@integrate-solutions.com>  Sent: 02 September 2021 17:13 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96403 || INC4186796 - No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96403 Summary: INC4186796 - No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs Date Created: Sep 2, 07:25 UTC Customer Reference #:  Priority: Normal Agent:  Dear PhoenixIT PhoenixIT Your request (96403) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Michael Brunt  Sep 2, 2021, 16:12 UTC  Hi Danial Please could you provide a progress update. Also any indication of when you think you might be able to complete your review and propose a solution. Finally, what re-runs do you anticpate this requiring of workflows, workspaces and valuation dates Thanks Mike     Michael Brunt  Sep 2, 2021, 7:42 UTC  Thanks, Paul. I had requested in the ticket that Danial was copied in as the SME on the project who will assist us. I have done this now. @Danial - attached are the workspace references as IVM Cloud Paths.xlsx Attachment(s) IVM Cloud Paths.xlsx  02-09-2021 17:59:43 - Gavin Jaigopaul (Work notes) From: Danial Kherani <Danial.Kherani@milliman.com>  Sent: 02 September 2021 17:10 To: Matthew Richards <Matthew.Richards@thephoenixgroup.com>; Production Admin Team <ProductionAdminTeam@thephoenixgroup.com> Cc: zMG-ALFA Operations Team <zMG-Alfa.operations.team@milliman.com>; Elizabeth Witts <Elizabeth.Witts@milliman.com>; Richard Blyth <Richard.Blyth@ThePhoenixGroup.Com>; Ben Awunor <Ben.Awunor@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Service Desk <Service.Desk@thephoenixgroup.com>; Jay Brown <jay.brown@milliman.com>; Tom Kim <Tom.Kim@milliman.com> Subject: [External] RE: No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs  Alert! This is an external email sent from danial.kherani@milliman.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Hi Mike,   For two issues you are seeing :  • No results for YE18 Transition o I17InputRecID seems to be the issue here. It is not the same between Model Point File ( set as i17InputRecID = i17CohortID ) and Factor Files ( i17InputRecID = NA) o IDM scripts should be overwriting i17InputRecID to NA on Model Point File because PHX doesn’t use the New Business/Annual Cohort Functionality  o This is correctly being done on Subsequent scripts and therefore no such issues there but unfortunately not on Transition scripts o It seems like we missed this in our testing because the scalar input I used had i17InputRecID already set to “NA” so no such input transformation was actually needed during my tests. o But in PHX’s case, the scalar input was populated correctly as per the Output Spec and therefore we are seeing this issue.  o This will require an update to script.   • IVM Factor Files only have cash flows for Ceded Cohorts for PLG  o I can confirm that I am seeing this issue as well. o This will require some investigation from Jay on IDM to see why direct PLG cohorts are being dropped from Factor Files o B3-IDM site is currently down so this will have to wait until the site is back up and running.  o This will most likely be a script change too if FCM is producing right results and IDM is not grabbing them properly.  I assume both these issues will require an update/fix to the scripts. I guess the next question here is that if its ok that we fix these issues as part of Phase 2 delivery? Or PHX would like this fixed and tested for TC1?   Regards,  Danial Kherani, ASA, ACIA Associate Actuary – Life Technology Solutions  Milliman  +1 519 722 8105 Mobile  milliman.com | email | linkedin  From: Matthew Richards <Matthew.Richards@thephoenixgroup.com>  Sent: Thursday, September 2, 2021 3:41 AM To: Production Admin Team <ProductionAdminTeam@thephoenixgroup.com> Cc: zMG-ALFA Operations Team <zMG-Alfa.operations.team@milliman.com>; Danial Kherani <Danial.Kherani@milliman.com>; Elizabeth Witts <Elizabeth.Witts@milliman.com>; Richard Blyth <Richard.Blyth@ThePhoenixGroup.Com>; Ben Awunor <Ben.Awunor@thephoenixgroup.com>; Stefan Marion <Stefan.Marion@thephoenixgroup.com>; Raj Atwal <Raj.Atwal@thephoenixgroup.com>; Michael Brunt <Michael.Brunt@thephoenixgroup.com>; Service Desk <Service.Desk@thephoenixgroup.com> Subject: RE: No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs  +Prod Admin     Matthew Richards | Production Administration Co-ordinator office: +442035679519 | email: matthew.richards@thephoenixgroup.com P Please help save the environment, print only if necessary.  02-09-2021 08:43:05 - Kieran Bramwell (Work notes) From: Michael Brunt (Milliman Support) <support@integrate-solutions.com>  Sent: 02 September 2021 08:42 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96403 || INC4186796 - No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96403 Summary: INC4186796 - No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs Date Created: Sep 2, 07:25 UTC Customer Reference #:  Priority: Normal Agent:  Dear PhoenixIT PhoenixIT Your request (96403) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Michael Brunt  Sep 2, 2021, 7:42 UTC  Thanks, Paul. I had requested in the ticket that Danial was copied in as the SME on the project who will assist us. I have done this now. @Danial - attached are the workspace references as IVM Cloud Paths.xlsx  02-09-2021 08:36:02 - Kieran Bramwell (Work notes) From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 02 September 2021 08:34 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96403 || INC4186796 - No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96403 Summary: INC4186796 - No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs Date Created: Sep 2, 07:25 UTC Customer Reference #:  Priority: Normal Agent: Paul Beasmore Dear PhoenixIT PhoenixIT Your request (96403) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Paul Beasmore (Milliman LTS Support)  Sep 2, 2021, 7:34 UTC  Hi Mike,  I have assigned this ticket over to the actuarial support queue as this does not point to a system issue and someone from that team will provide updates ASAP.  Best regards, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  02-09-2021 08:35:45 - Kieran Bramwell (Work notes) From: Paul Beasmore (Milliman Support) <support@integrate-solutions.com>  Sent: 02 September 2021 08:31 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Ticket Updated] 96403 || INC4186796 - No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs ||  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96403 Summary: INC4186796 - No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs Date Created: Sep 2, 07:25 UTC Customer Reference #:  Priority: Normal Agent: Paul Beasmore Dear PhoenixIT PhoenixIT Your request (96403) has been updated and may require your response. To add additional comments, reply to this email. Latest Comment:    Paul Beasmore (Milliman LTS Support)  Sep 2, 2021, 7:31 UTC  Thank you for contacting the Milliman Life Technology Solutions Cloud Service Desk. We have reviewed your ticket and are providing a copy of our scope agreement for your review.  Service(s) Impacted: • Integrate Financial Projections https://b1.mgalfacloud.com   Severity: This incident is being logged with a severity level of 3, which is our default.  Issue Description:  Subject: No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs I’d like to raise a new incident, to be referred to the Milliman Service Desk (copied in for information only at this stage, pending an incident ticket reference - For Milliman, please cc ticket to michael.brunt@thephoenixgroup.com & Danial.Kherani@milliman.com). --------------------- Summary: Environment: b3.mgalfacloud.com Severity: 3 Reporting Period: YE18, YE19, Q120 Valuation Activity: IFRS 17 Project Test Cycle Workspaces: see IVM Cloud Paths.xlsx attached Jobsteps: 026 Relevant inputs: as per workspaces Detailed Description: On completion of the IFRS 17 IFP Test Cycle 1 it was identified that no results were present in the Rreq.003 output for any of the YE18 IVM runs and limited output was available for YE19 and Q120 PLG IVM runs Attachments added: IVM Cloud Paths.xlsx – includes links to all workspaces --------------------- Regards Mike  Scope Agreement: We will investigate this issue, providing periodic updates as they become available. We will consider this issue resolved once we have provided an appropriate workaround that allows you to continue working. Following resolution of this issue, we will provide you a closing summary noting the work completed and the workaround or solution provided.  We are working to resolve this issue. If any of the above does not align with your expectations around this ticket, please let us know as soon as possible by replying to this email, amending your ticket through our web-based portal (http://support.integrate-solutions.com), or by emailing support@integrate-solutions.com.  Regards, Paul Beasmore UK Operations Manager: Cloud and Client Services– Life Technology Solutions Milliman 11 Old Jewry London, EC2R 8DU, UK +44 121 516 3137 Office +44 7789 776478 UK Mobile Milliman Life Technology Solutions Cloud Service Desk  02-09-2021 08:26:44 - Kieran Bramwell (Work notes) From: Milliman Support <support@integrate-solutions.com>  Sent: 02 September 2021 08:26 To: Service Desk <Service.Desk@thephoenixgroup.com> Subject: [External] [Request received] ID: [Request received] 96403 || INC4186796 - No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs  Alert! This is an external email sent from support@integrate-solutions.com.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ##- Please type your reply above this line -## Ticket ID: 96403 Summary: INC4186796 - No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs Date Created: Sep 2, 07:25 UTC Customer Reference #:  Submit and manage all your tickets via our new web portal https://support.integrate-solutions.com Thank you for contacting the Milliman Life Technology Solutions Cloud Services Support Desk. This email confirms that your incident has been received. To add detail to this incident, simply reply to this message (without changing the subject line).  To contact the service desk or to raise the priority of this ticket, please contact the service desk at +44 02036080105 or +1 888-600-8188 Please note that the Milliman Service Desk is monitored from Monday to Friday from 8AM to 6PM GMT, excluding holidays.  Ticket ID: 96403  [VP7OPM-X4Q4]    02-09-2021 08:26:44 - Kieran Bramwell (Additional comments) From: Service Desk  Sent: 02 September 2021 08:26 To: 'Milliman Support' <support@integrate-solutions.com> Subject: INC4186796 - No values output for TC1 YE18 IVM runs and limited output for YE19 and Q120 PLG IVM runs  Good morning Team,  Please can you raise a ticket for the below.  Thanks, Kieran      Kieran Bramwell | Senior Service Desk Analyst office: +442035679945 | email: kieran.bramwell@thephoenixgroup.com |