

# Information Technology Incident Report

REPORTED BY: Chris Laverdure

DATE OF REPORT: 30<sup>th</sup> March 2023

TITLE / ROLE: Lead LMS Customer Support

INCIDENT NO.: 21126

INCIDENT ASSESSMENT:      NEGLIGIBLE:       MINOR:       SIGNIFICANT:       CRITICAL:

## INFORMATION TECHNOLOGY INCIDENT INFORMATION

DATE OF INCIDENT: 30<sup>th</sup> March 2023      TIME OF INCIDENT: 08:06am  
 INCIDENT MANAGER: Chris Laverdure      TITLE / ROLE: Lead LMS Customer Support  
 PHONE: 03 9655 4724      EMAIL: chrisl@eworks.edu.au  
 INCIDENT TYPE: Outage

### INCIDENT DESCRIPTION:

30<sup>th</sup> March 2023 08:06 am First ticket of issue reported by client unable to edit/change groups on their Moodle LMS site.  
 30<sup>th</sup> March 2023 08:13 am Second ticket of issue reported by client with similar issue.  
 30<sup>th</sup> March 2023 08:30 am Issue escalated to Open LMS for further investigation  
 30<sup>th</sup> March 2023 09:40 am Same client reported a second issue facing user filtering on their Moodle LMS site.  
 30<sup>th</sup> March 2023 10:11 am Third client reporting several other issues with their Moodle LMS site.  
 30<sup>th</sup> March 2023 10:15 am Reported issues reclassified and escalated as urgent to Open LMS and escalated to Account Manager  
 30<sup>th</sup> March 2023 11:05 am Communication announcement sent to all clients informing them of the issues being encountered.  
 30<sup>th</sup> March 2023 11:24 am Open LMS advised that the issue had been resolved at its end.  
 30<sup>th</sup> March 2023 12:09 pm Communication announcement sent to all clients to advise the issues had been resolved.

### IMPACT ASSESSMENT:

Clients who had data telemetry enabled on their site encountered browsing difficulties with Moodle functionality for all users.

### RESULTING DAMAGE:

Significant – Clients were unable to use key functionality in their Moodle LMS sites during this time.

**IMMEDIATE ACTION TAKEN:**

eWorks notified Open LMS once it was aware that the issue was affecting multiple clients, and the severity of the issue.

**PLANNED ACTION AND RESULTING PREVENTATIVE MEASURES:**

eWorks requested further information from Open LMS on the incident and its preventative measures.

eWorks was also notified that the eWorks support portal didn't allow clients to highlight the severity of tickets. Based on this feedback, this has now been implemented as part of the ticket form and will apply to new tickets from now onwards.

Open LMS has advised that its Operations team have identified the issue and that it arose from an update to the Telemetry/Liquidus configurations overnight which inadvertently caused unintentional adverse effects on client's sites. Open LMS advised this update was checked during QA but unfortunately was not caught during the process.

Open LMS will conduct an internal review of its QA processes and implement processes to prevent a similar issue from occurring in future.

**ADDITIONAL INFORMATION:**

**REPORTING STAFF NAME:** Chris Laverdure

**REPORTING STAFF SIGNATURE:** 

**DATE:** 04/04/2023

**SUPERVISOR NAME:** Man San Wong

**SUPERVISOR SIGNATURE:** 

**DATE:** 04/04/2023