

From: **"Singh, Sandra"**

To: **"Direct to Mayor and Council - DL"**

Date: 3/16/2024 9:50:35 PM

Subject: Update 3: Temporary disruption of some City and ECOMM online services

Good evening Mayor and Council,

Please find below the last update for the evening regarding the temporary disruption of online services today:

- All major and critical City services have been restored by Technical Services.
- We have staff on site at ECOMM monitoring temperature at 15-minute intervals for the rest of tonight for immediate response should there be another issue.
- ECOMM has been able to recover to 95% of services.

The Technical Services team did an incredible job today, carefully managing the restoration of City online services after the unexpected AC failure.

Thank you,

Sandra

From: Singh, Sandra

Sent: Saturday, March 16, 2024 2:25 PM

To: Direct to Mayor and Council - DL

Cc: City Manager's Correspondence Group - DL <CMCG@vancouver.ca>

Subject: Update 2: Temporary disruption of some City and ECOMM online services

Good afternoon Mayor and Council,

Further to the work to restore City online services that were temporarily impacted due to air conditioning failure at the ECOMM data centre early this morning, please find below an update from the City's Technical Services Department:

- Many applications and services have now been successfully restored. Examples include: public website, civic theaters website, 3-1-1, online ticket payments (parking, property tax, utility billing), internal service desk, permitting services, parking enforcement applications, SAP, and VPN.
- Comms and TS have worked to communicate internally and externally (on social media) advising staff and public of the outage and keeping them apprised of our progress in restoring service.
- We have asked for a status update from ECOMM on their restoration efforts by EOD.

Thank you,

Sandra

From: Singh, Sandra
Sent: Saturday, March 16, 2024 9:58 AM
To: Direct to Mayor and Council - DL
Cc: City Manager's Correspondence Group - DL <CMCG@vancouver.ca>
Subject: Update: Temporary disruption of some City and ECOMM online services

Good morning Mayor and Council,

We are currently experiencing an outage of a range of online services, including 311 and many public and staff facing online services. Please see further information below:

- The cause of this issue was an air conditioning failure early this morning at our primary data center in the ECOMM facility which caused many of our servers to shut down due to high temperatures.
- Secondary cooling equipment is now running, and the managed service restoration process is expected to take 3-4 hours.
- Please note that this has also impacted ECOMM servers and some emergency services are currently on manual dispatch. The ECOMM technology team is working on their own restoration.

If you are asked to comment, we ask that you consider referring media to media@vancouver.ca and responding to constituents with a brief message noting that you are aware of some temporary disruptions and refer them to the messaging on the public website and social media for updates.

If you have any questions, please do not hesitate to email me directly and I'll work with staff to ensure a response to all of M&C.

Best,

Sandra

Sandra Singh | Deputy City Manager

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The City of Vancouver acknowledges the unceded homelands of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Seɫ/ɨwítulh (Tsleil-Waututh) Nations.