

Incident Report - 12th February 2019

Please accept our sincere apologies for the recent payment processing congestion we have experienced over the last week. Due to the volume related nature of the issue, it has proven more difficult to pinpoint than we are comfortable with and we apologise for the ongoing inconvenience and frustration this will have caused.

Please be assured that this was a problem in the core network of the ParentPay payment processing engine and was in no way a security issue or lack of capacity.

Since the afternoon of Tuesday 5th February, the problem has largely been contained.

Our Technical team are continuing investigations and optimisations to address the problem and completely eliminate the root cause. Our Finance team have also been proactively resolving balance issues for affected payers.

The problem affected only peak hours, when we see most payers attempting to use the system simultaneously. Payments have been processing during the peak period, but some have been subject to timeouts or long delays.

Outside the early morning peak period (usually 07:30 to 09:00) payments have been successful. While the problem occurred, we have been urging payers to top-up their Parent Accounts at times outside these peak times.

This has been an intermittent problem, as outlined in the summary timeline on page 2 of this document.

The root cause has been identified and addressed within the network handling configuration of our payment processing environment. Once our investigation and retrospectives are complete, we will issue a further, more explanatory report that describes the root cause and steps to avoid this in the future.

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Timeline of incident

Friday 1st February 2019

Disruption profile: Heavily degraded service with several short payment outages.
Timing of impact: 07:30 - 12:30.

Monday 4th February 2019

Disruption profile: Heavily degraded service, payments disabled at various points.
Timing of impact: 07:30 - 13:30.

Tuesday 5th February 2019

Disruption profile: Slightly degraded service, Payments disabled briefly at 15:04.
Timing of impact: 07:40 - 10:00 and 15:04 - 15:34.

Wednesday 6th February 2019

Disruption profile: Good service, payments disabled mid-day for maintenance.
Timing of impact: 12:53 (10 mins) and 14:57 (3 mins).

Thursday 7th February 2019

Disruption profile: Good service, payments disabled 14:00 for maintenance.
Timing of impact: 14:00 (15 mins).

Friday 8th February 2019

Disruption profile: Good service.
Timing of impact: None.

Monday 11th February 2019

Disruption profile: Moderately degraded service, payments disabled briefly at 07:43 for 2 minutes.
Timing of impact: 07:48 - 09:30.

Tuesday 12th February 2019

Disruption profile: Good service, incident resolved.
Timing of impact: None.