



Root Cause Analysis

Event: IM58245

Error executing sql; error was: ORA-04068: existing state of packages has been discarded ORA-04063: package body "OPSSXLDAP.EDIR_GATEWAY" has errors ORA-06508: PL/SQL: could not find program unit being called ORA-06512: at line 2 (DBD ERROR: OCISmtExecute)

I tried seed routing sdadteam in to Edir and got error in the Description, not sure why it won't take it was there a change recently

Severity = 5, User priority = 3 (Individual user, minor delay)

Summary:

'Urgent' changes to EDIR for UAF's student email service outsourcing project were requested at the same time that the EDIR expert became unavailable. Programmer trying to learn the system made the requested change without knowing that upon login the EDIR environment defaults to PROD instead of TEST. The change that was applied caused a database package to become invalid.

Incident email trail provided by OIT TOS describes the activities that were affected; expert's opinion was that the problem could have waited until the next day as the affected audience was very limited.

Detail:

Synopsis:

Default environment upon login to SUMMIT is PROD, which should not be changed. Instance was not explicitly set to TEST by programmer prior to change being made. Changed module caused another module to become invalid, affecting certain limited activities. Upon discovery the change was backed out of PROD and correctly applied to TEST.

'Urgent' changes are needed to middleware because lack of technical staffing has back-logged numerous change requests. OIT is losing its sole middleware expert and approval to rehire is pending. OIT staff in EAS and CA have been asked to step in for the absent expert. Middleware spans OIT ITS and OIT AS, particularly when the ERP (Banner) identity functions are considered.

Cause:

Requested change was made unintentionally to PROD.

Action Items:

Change was removed from PROD. New standard operating procedure (SOP) for EDIR maintenance is being written to include step for changing between the production, user testing and development environments.

Future Prevention:

Hire resources for middleware.

Fully train staff prior to expecting them to make modifications.

Train more than one person on any application/system.

Do not accept last-minute, urgent change requests even if political.