



Uila Success Story: US-Based University Restored Critical Learning Management Systems (LMS) within minutes

Background

- Private Undergraduate University based in USA.

Challenges/Needs

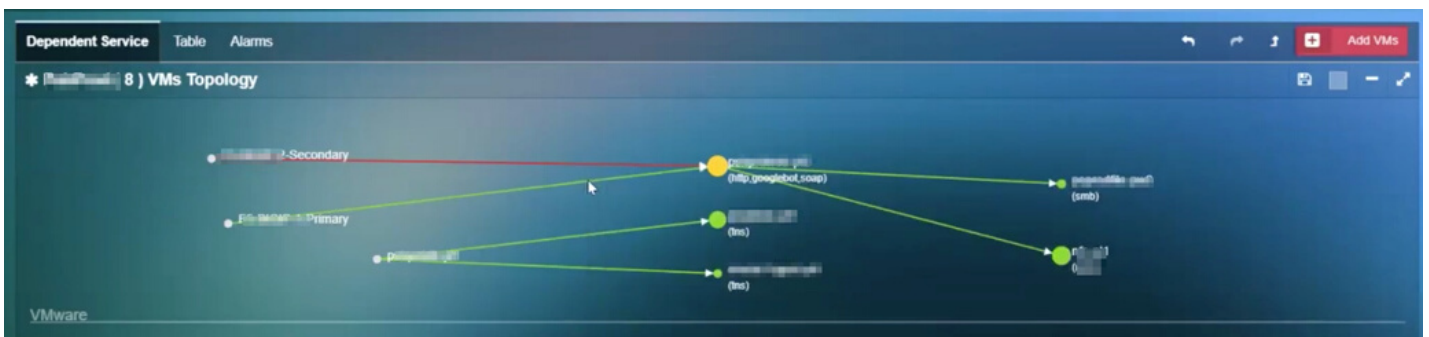
- The University's Blackboard – learning management system was inaccessible everyday for a time period between 6:00 PM – 6:15 PM. However, right after that time period, it would be up and function like nothing ever happened. This had become a high priority issue for the University, as it was already impacting their students and staff members as they were starting to lose their work, if they had any unsaved changes in that timeframe.

Uila Solution

- The IT team was able to observe that during the 15 min time period, there were a lot of virtual packet drops.



- With Uila's automated Application Dependency Map, we were able to see a red line between the front-end WebServer and the backend Oracle database. This basically meant that the issue originated on the Oracle Database Server.



Uila Solution

- By Looking into the Oracle Database server, we could see spikes in the storage IO during that time frame. This implied that there were other unusual storage processes taking place at the same time.



- This issue was then escalated to the Storage team, who were able to discover that their Oracle DB backup starts around 6 PM, causing IO spikes, which eventually brought their platform down. Once they changed the backup windows to another hour, where the access of the critical application would be low, they did not receive any more complaints.

Uila Benefits

- With Uila, the IT teams were able to resolve the issue in minutes Vs weeks.
- With Uila's full-stack monitoring capabilities, that includes storage monitoring, it helped the IT team save precious time and effort, that would have been wasted by looking at the silos individually.
- Mission-critical learning application was restored within minutes.