



September 17, 2021

Message to Campus Community Regarding Planned Cougar Courses Maintenance

HIGHLIGHTS

- Plan is to restore Cougar Courses calendar function at 7am on Tuesday, Sept. 21st
- We recommend avoid scheduling any Cougar Courses activities on Tuesday morning

Dear Campus Community,

We know how important the LMS calendar feature is to students and faculty and wanted to provide an update on the plan to restore the functionality to Cougar Courses.

As you know, Cougar Courses became unexpectedly unstable on the first day of classes as it was overloaded by a combination of high user activity combined with an unusually high amount of database activity. Investigation of the issue isolated it to a very high number of transactions related to the calendar feature. To restore service, we had to take prompt action and disable the functionality to ensure students and faculty could access their courses. Since that day, staff have been working daily on this issue, including archiving all Cougar Courses data prior to Fall 2018 as part of our efforts to streamline the number of records in the database.

The current plan is to attempt to restore the calendar at 7am on Tuesday, Sept. 21st. We have tested the calendar performance under a simulated user load; however, we cannot at this point know for sure what Cougar Courses performance will be under our full student and faculty load.

Once restored, we will be closely monitoring Cougar Courses. If we see the calendar causing any instability or undue slowness, we will take down Cougar Courses immediately and again remove the calendar. If the current plan does not resolve the calendar issue, we will have to take additional steps.

Given the situation, we recommend that faculty avoid scheduling any Cougar Courses activities on Tuesday morning as we are unable to guarantee the system will be operating smoothly and we may be forced to take it offline with little or no notice. If there is an active issue, you can find all system information and service alerts on our *IITSforYou* page <https://www.csusm.edu/iits/iitsforyou> as well as on all CSUSM search pages. If you are interested in prior events, IITS also maintains an archive at <https://www.csusm.edu/iits/iitsforyou/notices>.

Thank you for your patience, and please know that restoring full Cougar Courses functionality is a high priority for IITS staff and management.

Kevin Morningstar
Dean & Chief Information Officer