

Annex A

System / Service Affected	Date Issue Raised	Down Time (hours.mins)	Description
Objective (Scottish Government Document Management System)	01/09/2012	1.15	Server failed to start due to conflict with backup job
Objective (Scottish Government Document Management System)	28/06/2013	0.20	Server failed to start
Parkeon (back-office system for bus ticketing)	19/08/2013	24.00	Server failure
RAAVS (Road Asset Management System)	04/09/2013	0.15	Server became unresponsive
Objective (Scottish Government Document Management System)	10/09/2013	0.15	Objective critical service failure
Objective (Scottish Government Document Management System)	20/11/2013	5.00	Objective system would not start after service account deleted in error.
Objective (Scottish Government Document Management System)	06/01/2014	15.00	Server memory issue
Vix (back-office system for bus ticketing)	06/08/2014	3.00	Server locked up
Vix (back-office system for bus ticketing)	17/09/2014	2.00	Server erroneously shut down
Parkeon (back-office system for bus ticketing)	12/11/2014	24.00	Router Failure
TABO - (Concessionary Fares Payments System)	15/12/2014	24.00	Webserver Issues following restart
Vix (back-office system for bus ticketing)	17/02/2015	48.00	BT line failure
IRIS (Road Asset Management System)	16/04/2015	15.50	Fix from previous planned downtime issue
All SCOTS services (SCOTS is the Scottish Government network)	26/06/2015	7.30	Datacentre failure at Caird affected virtual infrastructure in Saughton.
ACT Point of Sale Terminal	09/07/2015	24.00	Ethernet cable failure
Objective (Scottish Government Document Management System)	16/07/2015	0.30	Objective critical service failure
Objective (Scottish Government Document Management System)	07/09/2015	0.20	Objective critical service failure
Objective (Scottish Government Document Management System)	11/11/2015	0.14	Objective critical service failure
Objective (Scottish Government Document Management System)	25/11/2015	0.20	Objective critical service failure

IRIS (Road Asset Management System)	30/11/2015	8.30	Proxy Server Issue
Objective (Scottish Government Document Management System)	21/12/2015	0.12	Objective critical service failure
Objective (Scottish Government Document Management System)	22/12/2015	0.15	Objective critical service failure
Traffic Scotland internal telephones	12/01/2016	3.00	National outage with BT affecting calls to control centre.
IRIS (Road Asset Management System)	29/01/2016	38.00	Complete Outage (at weekend)
Objective (Scottish Government Document Management System)	10/03/2016	0.10	Folder contents not being deleted caused memory to be used up .
Objective (Scottish Government Document Management System)	21/03/2016	0.10	Objective critical service failure
Parkeon (back-office system for bus ticketing)	21/03/2016	25.00	BT line failure
Objective (Scottish Government Document Management System)	22/03/2016	0.10	Objective critical service failure
Traffic Scotland web site	23/03/2016	1.00	External Internet circuit (Vodafone) outage
Vix (back-office system for bus ticketing)	24/03/2016	1.30	Server locked-up
Parkeon Vix and Almex (back-office systems for bus ticketing)	27/03/2016	8.00	Erroneous firewall change
Objective (Scottish Government Document Management System)	29/03/2016	0.10	Objective critical service failure
Traffic Scotland web site (CMS)	04/04/2016	1.25	Content Management Service failure.
M80 Route ITS (variable signage)	13/04/2016	10.00	Scottish Power outage affecting Traffic Scotland equipment on the route.
Vix (back-office system for bus ticketing)	20/04/2016	8.00	Router Failure
Objective (Scottish Government Document Management System)	25/04/2016	0.10	Objective critical service failure
Objective (Scottish Government Document Management System)	25/05/2016	0.15	Objective critical service failure
Parkeon (back-office system for bus ticketing)	06/06/2016	4.00	Modem failure
Traffic Scotland web site	18/07/2016	12.00	External Internet circuit (Vodafone) outage
Traffic Scotland web site and partner sites	19/07/2016	11.00	External Internet and MPLS circuit fibre damage
Wired Telephony	01/08/2016	1.00	Transfer from analogue to digital system failed - analogue system put back on-line

Objective (Scottish Management System)	Government Document	02/08/2016	0.10	Objective critical service failure
Wired Telephony		02/08/2016	2.30	Transfer from analogue to digital system failed - analogue system put back on-line
Vix (back-office system for bus ticketing)		15/09/2016	7.00	Faulty cable
North of FRB ITS (variable signage)		16/11/2016	24.00	Fibre damage (due to construction) North of Forth Road Bridge to M90 Junction 3 affecting Traffic Scotland equipment on the route.
Objective (Scottish Management System)	Government Document	09/12/2016	0.45	User unable to login
Objective (Scottish Management System)	Government Document	04/01/2017	6.00	Objective critical service failure
Objective (Scottish Management System)	Government Document	30/01/2017	0.20	Data Centre certificate issue
Objective (Scottish Management System)	Government Document	31/01/2017	0.10	Objective critical service failure
Objective (Scottish Management System)	Government Document	02/02/2017	24.00	SAN issue affected document store
Objective (Scottish Management System)	Government Document	09/02/2017	10.00	Objective critical service failure
Objective (Scottish Management System)	Government Document	11/02/2017	4.25	SAN failure
SQUIRE (Station Inspection Database)		11/02/2017	3.00	Azure Server issue
Objective (Scottish Management System)	Government Document	14/02/2017	32.00	servers damaged after power issue in data centre
Objective (Scottish Management System)	Government Document	03/03/2017	0.50	Objective critical service failure
Objective (Scottish Management System)	Government Document	11/04/2017	0.15	Database server problem
Objective (Scottish Management System)	Government Document	19/04/2017	0.39	Memory dump issue with database server
Objective (Scottish Management System)	Government Document	28/04/2017	0.15	Objective critical service failure
Objective (Scottish Management System)	Government Document	23/05/2017	0.30	Database server problem

All SCOTS services (SCOTS is the Scottish Government network)	14/06/2017	1.15	Power failure on one floor of Buchanan House
All SCOTS services (SCOTS is the Scottish Government network)	26/06/2017	2.30	Power failure on one floor of Buchanan House
M90 Route ITS (variable signage)	02/10/2017	6.00	Scottish Power outage affecting Traffic Scotland
Traffic Scotland web site	09/11/2017	24.00	External Internet circuit (Vodafone) card failure
SQUIRE (Station Inspection Database)	11/11/2017	8.30	Azure Storage Issue
Objective (Scottish Government Document Management System)	07/01/2018	23.00	Database server problem
SQUIRE (Station Inspection Database)	11/01/2018	24.00	Azure Environment issues
Objective (Scottish Government Document Management System)	19/01/2018	0.10	Database server problem
Traffic Scotland web site	08/02/2018	4.15	External Internet circuit (Vodafone) card failure
Almex (back office system for bus ticketing)	08/03/2018	1.40	Server erroneously shut down
ACT Point of Sale Terminal	26/03/2018	19.00	Erroneous firewall change
Vix (back-office system for bus ticketing)	31/03/2018	96.00	BT line failure
Objective (Scottish Government Document Management System)	05/04/2018	0.30	Database server problem
Objective (Scottish Government Document Management System)	08/04/2018	17.00	Database server problem
Objective (Scottish Government Document Management System)	04/05/2018	27.00	DNS change affected Objective
Objective (Scottish Government Document Management System)	19/05/2018	2.45	Objective shut down for SAN upgrade work
Objective (Scottish Government Document Management System)	19/05/2018	4.20	Objective shut down for SAN upgrade work
All SCOTS services (SCOTS is the Scottish Government network)	13/07/2018	61.00	Failure to recover from weekend and bank holiday power outage in Buchanan House
Objective (Scottish Government Document Management System)	07/08/2018	0.20	Database server problem
Vix (back-office system for bus ticketing)	08/08/2018	4.00	Windows update failure
Objective (Scottish Government Document Management System)	15/08/2018	4.00	Objective critical service failure