



INTERACTIVE LEARNING CENTER DILIMAN
UNIVERSITY OF THE PHILIPPINES DILIMAN

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MEMORANDUM NO. ILCD MFMR 2024 – 001

To : Deans, Directors, Heads of Academic Units, and Faculty Members

From : **MIGUEL FRANCISCO M. REMOLONA, PhD**
Director

Through : **MARIA VANESSA LOYON, PhD**
Vice Chancellor for Academic Affairs

Subject : **UVLe March 4 Downtime and Data Loss**

Date : **5 March 2024**

We regret to inform you that the University Virtual Learning Environment (UVLe) experienced an unexpected outage on 4 March 2024, starting at 4:00 pm. Service was restored on 5 March 2024, at 5:45 am. Unfortunately, two of the three database replicates got corrupted due to improper shutdowns resulting from errors, with incidents occurring on 1 March and the most recent one on 4 March. Consequently, some data, including quizzes, assignment submissions, and edits, has become irrecoverable despite multiple recovery attempts by the UVLe Team.

We have loaded a backup from 1 March 2024, at 2:00 am, to ensure UVLe is operational at the earliest possible time. Additionally, we are taking additional measures to prevent such interruptions in the future, including increasing our monitoring and alarm systems. For now, we have also created backups of the corrupted database to see if there are other ways to recover the data.

We will do our utmost to restore the data but we cannot guarantee that all the data will be intact. This is due to the nature of the corruption and the data that we can restore is limited to what was not influenced.

For now, we would like to suggest, if at all possible to do the following for the requirements that were lost:

1. For assignments, kindly allow a short extension for resubmission;
We hope that this doesn't affect the outcomes that you expect of your students. A short extension of a day or two might be necessary especially if the student did not store a local copy of their assignments.
2. For quizzes and exams, kindly allow a retake of the quizzes that the students took at this time;
We understand that the quizzes and exams might no longer reflect the previous capabilities of the students, but perchance they might have learned something from their previous taking of the activity.
3. For grading, you may want to regrade since there is no guarantee that the data for your activity can be recovered;
As some members of the team are also faculty, we understand the difficulty in grading, especially in a timely manner and this event might have caused more than distress to us. This

is why we tried to recover the data last Monday night until we ran out of ideas on how to do it. Further experimentation would have to wait as it would cause more data loss if done incorrectly. We sincerely apologize for this.

4. For forums, kindly repost if necessary; and
This should be easier as forum posts are also sent via email. If you find it necessary for the continuity of your course, you may recreate the relevant post from the email trace.
5. For course materials, kindly reupload the materials.
As with grading, we would like to extend our sincerest apologies as we also understand that course materials are not easy to create. We hope that you have a local copy of the materials and that the only issue is re-uploading. But, we also know that some people may not have this local copy of the materials.

We sincerely apologize as we understand that the whole UP community was affected by this. We were unable to foresee this potential failure in the system. We will continue trying to recover the data to understand as well how we will recover the data faster, regardless if the data is still relevant due to the potential actions that you might take. We expect it to take a month due to the following tasks:

1. We would need to fix a database issue that disallows us from viewing the data,
2. We would need to replicate the file storage that is encrypted completely (around 12 TB of data – so we need to make space for this)
3. We would need to relaunch another instance of UVLe that is separate from the current one to ensure that there is no conflicting information, and
4. We would need to isolate each request for data recovery.

For any inquiries or clarifications, please contact us at ilcdhelpdesk.upd@up.edu.ph. We apologize for any inconvenience caused and assure you that we are committed to preventing similar occurrences in the future.

Thank you for your continuous support.