

23rd January 2020
Koji Nishimori
Representative Director
Porters Corporation

HR Business Cloud Access Malfunction Report

The following malfunction occurred in HR Business Cloud. We deeply apologize for any inconveniences caused. Details about the occurrence and our steps taken in response are given below.

※Unless stated otherwise, all times given are 24-hours and in Japanese Standard Time

Affected services

HR-Business Cloud (hereafter referred to as “HRBC”)

Duration

19:05 20th January 2020 ~ 19:12 20th January 2020

Details and range of impact

HRBC

Cause of the malfunction

Access to HRBC Web servers was unavailable. We are working with our providers to determine the exact cause and will issue a report as soon as we are confident in the conclusions.

Measures to prevent future occurrence

As soon as we determine the cause of the malfunction, we will detail the necessary counter measures in the report.

Malfunction and response timeline

Date and Time	Details
20 th Jan 2020 19:05	Access to HRBC web server was unavailable.
20 th Jan 2020 19:12	Access to HRBC web server became available.

We deeply apologize for this incident and any inconveniences caused. We thank you for your continued support of HR-Business Cloud and Porters Corporation.