

HR-Business Cloud Malfunction Report

The following functionality trouble occurred in HR-Business Cloud. We deeply apologize for the inconvenience caused by this event. The details about the trouble and our actions to solve the malfunction are written below.

※Unless specified otherwise, stated times use the 24 hour clock and are in Japan Standard Time

Affected Services

HR-Business Cloud (HRBC), HRBC Connect API

Duration

2017-5-14 23:39 - 2017-5-14 23:51

Malfunction Details

HR-Business Cloud (HRBC), HRBC Connect API had intermittent data access issues.

Reason for Malfunction

During internal maintenance, the program took too long to execute a multi-step process. This caused data-access errors until the process was complete.

Measures taken to prevent future occurrence

The maintenance program and procedures will be re-evaluated to reduce the execution time. The Quality Control process will be improved to consider slow multi-step maintenance.

Malfunction and Countermeasure Timeline

Time	Details
2017-5-14 23:39	System Maintenance Started
2017-5-14 23:51	System Maintenance Complete. Nominal operation restored.

We are deeply sorry that this incident occurred.

We thank you for your continuous support to HR-Business Cloud and to Porters Corporation.