

From: UFS Communications
Sent: 09 December 2019 14:34
Subject: RESOLVED: COGNOS Overnight Update

Importance: High

Dear Cognos Users,

The technical issue with the Cognos Datamart refresh has been resolved by UIS.
All datamarts are now up to date and available.

Once again we apologise for any inconvenience caused during reporting day.

Issued by [Lesley Dent](#) – System Administrator

From: UFS Communications
Sent: 09 December 2019 10:24
Subject: RE: COGNOS Overnight Update
Importance: High

Dear Cognos Users,

The technical issue with the Cognos Datamart refresh has now been identified and UIS are beginning to refresh the datamarts now.

The datamarts will be unavailable during this time, and we expect to have them back up again by 3pm.

Once again we apologise for any inconvenience caused during reporting day, and will update you once the refresh has been completed.

Issued by [Paul Humphreys](#) – Functional Analyst

***Email sent to UFS Key Contacts, UFS Email Distribution Group

From: UFS Communications <ufs.communications@admin.cam.ac.uk>
Sent: 09 December 2019 08:54
Subject: COGNOS Overnight Update
Importance: High

Dear Cognos Users,

There was a technical issue with the Cognos Datamart refresh over the weekend. Therefore all data in COGNOS is currently as at close of business on Thursday 5th December

We appreciate that today is reporting day, so UIS are looking into this as a matter of urgency and we hope to have an update for you as soon as possible.

We apologise for any inconvenience caused.

Issued by [Paul Humphreys](#) – Functional Analyst

***Email sent to UFS Key Contacts, UFS Email Distribution Group