Ally User Community:

As we informed you in earlier posts, we experienced a significant service outage over the weekend in North America with our Blackboard Ally product. The outage was caused by an infrastructure failure at Amazon Web Services (AWS) that impacted the main Ally database, hot standby and database backups. The system has been restored and you can now access Ally. We deeply apologize for the inconvenience this outage caused for you and your users.

Once the outage was detected, technical teams at Blackboard and AWS responded immediately and worked around-the-clock to restore service.

Now we are also working on a comprehensive after-action review to put in place measures to prevent a similar outage from occurring in the future. Our goal is to share the after-action report with you here in the User Group within 72 hours.

We would like to again apologize for the affect this has had on your users. Blackboard is working hard to maintain your confidence and we are committed to improving your experience.

If you have additional questions, please contact us directly at Tim.Atkin@blackboard.com , nicolaas.matthijs@blackboard.com or our support team at supportmanagers@blackboard.com.

Thank you,

Tim Atkin
Chief Client Officer

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