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INFORMS Users,

We would like to advise you of the unexpected instability with INFORMS file storage. All County INFORMS users are impacted. Please note some users accessing file storage resources may experience failures and may receive a "502 error" message – see sample below.

An error has occurred.
You may attempt to sign in again.
For best results, please close all open browser sessions by clicking the close (X) button on your browser to exit INFORMS cleanly and restart a new session.
If your attempt fails, please contact your System Administrator.
Please make sure Webserver and Appserver are up. null

The Oracle Cloud Infrastructure team identified the issue earlier this afternoon impacting the US East region. Their engineers are actively working to mitigate the issue. During this timeframe INFORMS will be intermittent and you may encounter longer than average file storage loading time.

We hope it is resolved soon and will keep you posted on the progress. The INFORMS team respectfully asks that you plan accordingly if there are any transactions or work needed to be processed around this time. We apologize for the inconvenience and appreciate your continued support and engagement!

As a reminder, if you encounter any system issues, please report them directly to the ITD Service Desk via the self-service portal at: <http://myit.miamidade.gov> or by dialing 305.596-HELP (4357).

Thank you,
INFORMS Team

For the fastest response to any issues, questions or concerns that you have relating to our go-live of INFORMS Rollout 1 (Finance / Supply Chain), please contact the ITD Service Desk at 305.596-HELP (4357) or via the self-service portal at: <http://myit.miamidade.gov>