

eClinicalWorks RFO (Reason for Outage)

Event Description	eClinicalWorks Application services impacted
Event Start Time	12-17-2019 at 1:11 PM EST
Event End Time	12-17-2019 at 2:48 PM EST
RFO Issue Date	12/23/2019
Event #	1915961

Scope of Impact Summary:

eClinicalWorks Application services impacted

Root Cause Analysis:

Our NOC engineering team reviewed and determined that during routine configuration on our Web Application Firewall, a policy was applied that had an unintended impact where valid production traffic was blocked. This was a human error where the resource inadvertently selected "Block" instead of "Allow" in the configuration.

Steps have been taken to ensure proper quality control during policy deployment as well as scheduling such tasks during appropriate maintenance windows to avoid any potential impact in future.

Preventative Measures:

Any further enhancements or recommendations if required are reviewed within our internal change management process and upon approval are performed during a scheduled maintenance window.