

SEVIS System Message

Posting Begin Date: 06/25/2010

Posting End Date: 12/31/2010

Subject: SEVIS Poor Performance Issues

Roles: DHS Field, DHS HQ, DoS Users, Program Users, School Users, Temporary Users

Message: From Director Lou Farrell:

As you well know, there have been substantial performance issues with SEVIS for the past few months. There has been an ongoing sporadic SEVIS system timing-out, and the web browser has not been loading in a timely manner. Additionally, SEVIS response has been slow intermittently, often once or twice a week. As far as we know, only Real-Time Interface (RTI) users are being impacted, and not Batch users.

I have several important comments.

1. This issue first surfaced back in April, and we thought we had corrected it. Obviously, we did not.
 2. We do not know for sure what is causing the problem. We think it is a combination of increased volume and outdated software. To resolve this we are taking four specific actions which have been underway since April:
 - a. We will deploy SEVIS Performance Release 6.4 by July 8, 2010. Development is completed and the Release is now in testing.
 - b. We will upgrade the current SEVIS operating server from Microsoft 2000 to 2003 by July 31, 2010.
 - c. We will deploy SEVIS Release 6.5 by August 6, 2010. This Release is designed for data cleaning/migration.
 - d. We will upgrade the SEVIS database software from Oracle 9i to Oracle 11g by February 2011. This upgrade was initially scheduled for August, 2010, but unfortunately was pushed back to accommodate the implementation of the 2010 CIP Codes.
 3. We are hopeful that the July 8 Release 6.4 will substantially improve if not completely address the performance issues. However, if it alone does not, we are hopeful that one or more of the subsequent actions listed above will do so.
 4. We are continuing to collect information to identify and confirm the other possible issues that may be contributing to poor performance.
 5. We are asking that when you experience a decrease in performance you contact the SEVIS Help Desk. The help desk uses the information you provide for research and analysis to identify other possible causes.
 6. I am well aware that this poor system performance is coming at a terrible time for you --- a time when staffs have been frozen or reduced while the workload continues to rise. It is our responsibility to provide you with a system that enables you to do the work in an effective and efficient manner. In recent months we have not delivered on that responsibility. Therefore, until these poor performance problems are resolved, you will find SEVP to be flexible and accommodating regarding any deadlines that are impacted by this poor system performance.
- In closing, I greatly appreciate your patience and continued efforts under such challenging circumstances. As I have stated so many times during my two years as Director, no one is more blessed than SEVP to be working with such a dedicated and professional group of people as you.
- Thank you for all you do for your institutions, for international students and exchange visitors, for SEVP, and for the nation.