

From: [REDACTED] </O=ITHAKA/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=[REDACTED]>
Sent: Saturday, September 25, 2010 11:09 PM
To: [REDACTED]@ithaka.org>; [REDACTED]
[REDACTED]@ithaka.org>
Subject: RE: Website Sad from 6-6:45, no web forms since 6:30...

No sweat, I have been testing and forms are low volume but arriving. We should talk at some point about special circumstances like when the site suffers badly (like tonight between 6-6:45) historically, the restarts and jacking around of the servers to get it back up have caused some issues re: the Talisma email extraction.

I understand the need to have some framework around on call hours, but if [REDACTED] and myself are up at all hours making sure things get back on track, we are likely to need some commitment from the [REDACTED] for these moments of trauma, especially with the pending SLAs for CSP publishers. For tonight, we're good.

[REDACTED]

From: [REDACTED]
Sent: Saturday, September 25, 2010 11:05 PM
To: [REDACTED]; [REDACTED]
Subject: CallID=00075137: Website Sad from 6-6:45, no web forms since 6:30...

Hi [REDACTED],
The on call shift ended at 5pm. Someone can check it tomorrow morning but I am out of the house now and cannot check it. Let me know if this is a problem.
Thanks,
[REDACTED]

From: [REDACTED]
Sent: Saturday, September 25, 2010 07:30 PM
To: [REDACTED]
Subject: Website Sad from 6-6:45, no web forms since 6:30...

Can someone take a look and make sure mail to Talisma is still groovy?

[REDACTED]
[REDACTED]
JSTOR | Portico

[REDACTED]@ithaka.org
[REDACTED]