

FOR IMMEDIATE RELEASE

August 7, 2014

To: Idaho Department of Fish & Game
600 South Walnut/P. O. Box 25
Boise, ID 83707

Re: IWILD System Outage, Leftover Tags Available Over the Counter - August 6, 2014

Active extends our formal apology to IDFG and all adversely affected sportsmen/women for the period of unavailability of the IWILD system for transaction processing that was experienced after the sale of leftover tags for controlled hunts commenced at 10:00am MDT on Wednesday, August 6, 2014. Our records indicate that the outage began at 10:10am MDT and was resolved by Active at 10:34am MDT. We know that the timing of this outage was such as to cause great frustration and inconvenience to sportsmen/women attempting to obtain leftover tags and consequently to IDFG and its stakeholders. We profoundly regret, accept responsibility, and apologize to IDFG and all adversely affected sportsmen/women for this untimely and highly inconvenient service disruption.

At the inception of this outage, Active quickly established a Severity 1 status for this event and our team quickly identified an Oracle database lock that we were able to correct and thus limit the outage to 24 minutes. However any outage is unacceptable, particularly on such an important day and at such a critical time. Active will complete an investigation of root cause and effect, and will furnish IDFG with a Business Disruption Report when we have concluded our investigation. Active will take any and all actions indicated by the root cause investigation to ensure that the IWILD system reliably handles future key volume and spike events flawlessly.

We will communicate further with IDFG as we learn more and can finalize our Business Disruption Report and plans for remediation of any IWILD performance concerns going forward.

Again, we express our sincere apologies. We'll be doing everything we can to minimize the risk of future untimely IWILD system outages.