



Clarivate's Private Cloud Stability

EPUG-UKI monthly exchange of experience

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Agenda

- What happened?
- Our change management process
- Our Capacity Planning
- Major incident handling

What happened?

- Between October 6 to October 9, 2025, our customers hosted in our data centers in Europe experienced intermittent service disruption
- Due to a high CPU usage in one of our network device, some of our customers hosted in our European DC's experienced severe slowness
- We took some quick action to re-route some of the traffic to bypass the impacted device
- As a result of this re-route, some of our customers experienced service disruption due to missing SSL certificates on the load Balancer.
- As not all traffic was rerouted, we had to move the missing certificates between the devices, one by one, which took some time, so the recovery process was lengthy.
- Final resolution happened once we completed migrating all missing certificates into the Load Balancer
- During the major incident, our customer communication did not meet our expected standards

Root Cause and preventive measures

Root Cause

- A high spike in the amount of concurrent SSL transactions led to a high CPU on the WAF. Which impacted our service
- As we were in the process of moving the SSL offload into the new WAF device, together with implementing new SSL certification replacement automation, we inadvertently caused an outage while all traffic was routed directly to the LB
- Due to an upgrade process of our ITSM system, we had an issue that prevented us from communicating timely updates to our customers

Preventive Measure

- All certificates were copied to the load balancer, and the new automation was implemented on this level as well
- We are in the process of replacing the problematic WAF devices with better ones that can support such high spikes in the future
- We introduced a workaround for a quick ability to send updates while status page is not working

Clarivate's change management process

- Any activity on our environment is being done after an appropriate change management process.
- This process is based on the ITIL methodology and includes:
 - Design and planning review
 - Tests
 - Change advisory board
 - Gradual rollout
 - Clear mitigation and rollback plans
 - Lesson learned process

Was change management used for this specific HW replacement?

- The WAF installation went through all processes of change management
- The HW replacement activity was done in July
- All tests were taken before start of term

Clarivate's Capacity Planning

Clarivate's teams are watching and monitoring any aspect of our hardware, including proactive and real-time capacity management:

Proactive capacity management

- Once a month, all environments are reviewed to make sure the current sizing can hold the load
- Every quarter, our infrastructure devices are being measured to verify that their capacity is OK

Real-time capacity management

- All environments' capacity is being monitored, and by reaching a certain threshold, triggering an action
- Before the start of terms, we review all our components to verify that we are capable of holding the load

What happened here?

- The incident was triggered by a capacity threshold that had not previously been identified and therefore was not being monitored.
This threshold has now been added to our monitoring framework and operational processes to prevent recurrence

Major incident management

- Any major incident is being handled as an event with all-hands on deck approach
- We are using our status page to update our customers on their environment status
- An update should be sent on an hourly basis

What happened here?

- Due to an upgrade of our ITSM system status page communication was not working
- We had to use a workaround to send updates through emails, which reduced our ability to send timely manner updates

Preventive measures

- Such an upgrade happens once every few years
- We enhanced our tests to verify all functioning properly after such an upgrade around the status page
- We interdicted a workaround to allow communication in case of status page issue



Think forward

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