



Republika ng Pilipinas  
**Kagawaran ng Edukasyon**  
Tanggapan ng Pangalawang Kalihim

**ADVISORY**  
29 March 2019

For: Execom and Mancom Members  
All Regional Directors  
All Schools Division Superintendents  
All Principals, School Heads and Teachers-in-Charge  
All Information Technology Officers

Subject: **STATUS OF THE LEARNER INFORMATION SYSTEM (LIS)  
END OF SCHOOL YEAR 2018-2019 UPDATING**

The Office of the Undersecretary for Administration (OUA), through the Information and Communications Technology Service (ICTS), has been closely monitoring the usage and performance of the Learner Information System (LIS) that is currently being turned over to the Department by the Basic Education Sector Transformation (BEST) Program.

Last week, DepEd increased the hardware resources provisioned for the LIS to 8 servers. This is substantially higher than the 3 servers which were adequate in servicing the LIS requirements last year for the beginning of school year (BOSY) updating. This is the advantage of Cloud which allows DepEd to add hardware without the need for purchasing physical servers.

This strategy, however, has proven to be ineffective as the **existing technical design of the LIS application is limited to only 5,000 simultaneous users per minute** thereby utilizing only 10% of the hardware capacity.

Upon further investigation, it was determined that **part of the bottleneck was caused by the numerous transactions for report generation**. Consider the following interventions and results:

- On March 25, 3 additional servers were created to focus only in supporting the report generation requirements of the LIS which increased the number of simultaneous users per minute from 5,000 to 10,000.

**Office of the Undersecretary for Administration**

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**ENDORSEMENT**

March 29, 2019

TO: **SCHOOLS DIVISION SUPERINTENDENTS  
ALL DIVISIONS  
ALL OTHERS CONCERNED**

For information and dissemination.

  
**MAY B. ECLAR, Ph.D., CESO V**  
Regional Director

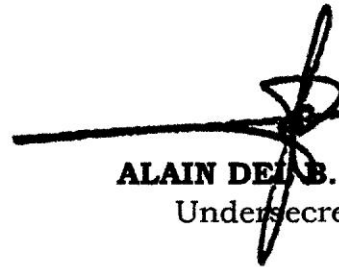
- On March 27, the 8 servers handling the user sessions were reduced to 3 but the power of the database server was substantially increased. This intervention improved the number of simultaneous users per minute to 12,000.

However, even with these improvements, users still experienced difficulties in accessing the LIS.

On March 28, yesterday at 6:00 pm, the server handling the authentication of users reached its maximum capacity causing it to **crash and damage the data used for authenticating users**. Upon investigation, it was found out that there were repeated hacking attempts that caused the server to reach its maximum capacity.

**The ICTS technical team has already restricted all attempts to access the administrator account to only selected computers. It is also working on restoring the backup.**

For the meantime, please bear with us with whatever inconvenience we are now experiencing. Rest assured that the Department is doing its best to bring the system back online and implement appropriate interventions that would improve the performance of the LIS.

  
**ALAIN DEL B. PASCO**  
Undersecretary

