



Date: February 13, 2018

Subject: Provincial network infrastructure outage February 16 - 20

Good Morning,

Please be aware that the Province of Manitoba will be relocating the mainframe system over the upcoming long weekend. Because of this work, the Titles Online service will be unavailable from 4:00 PM (CST) on Friday, February 16 until 8:00 AM (CST) on Tuesday, February 20.

It is our hope that the Province's implementation will go according to plan, and that full access to Titles Online will be restored at 8:00 AM on February 20 as scheduled.

Risk of extended outage affecting registration

If their team encounters difficulties during the implementation, The Property Registry (TPR) has learned there is a possibility that the outage window **may** be extended beyond 8:00 AM on February 20.

This would mean that Titles Online could be unavailable until the implementation difficulties are resolved. It would also mean that while eRegistration will be available to submit documents, The Property Registry would not be able to issue a registration number or process land titles documents during that time.

Unfortunately, we will not know if the outage window will be extended, or for how long, until the morning of February 20.

To minimize risk, we are recommending that clients register time sensitive documents prior to 3:00 PM, and perform necessary title searches prior to 4:00 PM on Friday, February 16 where possible.

If you have questions about the outage, please contact our Client Service Team at tprclient@tprmb.ca or 1-844-737-5684.

Thank you,

The Property Registry

Q&A: February MLTS and Titles Online outage

How long will Titles Online be unavailable?

Titles Online will be unavailable from 4:00 PM on Friday, February 16 until 8:00 AM on Tuesday, February 20. The Property Registry has been warned there is a very small possibility that timeframe could be extended on February 20, though we will not have an updated timeframe until the morning of February 20.

How long will the outage last?

The outage is scheduled to last from 4:00 PM on Friday, February 16 until 8:00 AM on Tuesday, February 20. The Property Registry has been warned there is a very small possibility that timeframe could be extended on February 20, though we will not have an updated timeframe until the morning of February 20.

Why don't you have more information about the issue?

We have a limited amount of information about this particular issue because The Property Registry isn't actually conducting the maintenance work. The maintenance work is being performed by the Province of Manitoba's Business Transformation and Technology group, and is affecting many government departments and service providers.

How likely is it that there will be an extend outage to your services?

We've been told the likelihood of an outage extending past 8:00 AM on February 20 is a very small, remote possibility. We feel we owe our clients the courtesy of giving them advanced warning that the system **may** be down longer than anticipated, so that you can plan accordingly.

What happens to the documents that I submitted for registration?

The documents you submitted will remain in our registration queue until our services are restored. Once we are able to access our systems again we will examine them in the order in which they were received.

How can I be sure you've received my documents if your systems are down?

Only some of our systems are down for this maintenance work. Our eRegistration system is still functioning normally, and our offices are still open during regular office hours. If you've submitted a document through eRegistration you will receive a confirmation number as proof of successful submission.