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Case ref: 114-23935– Major Service Outage (MSO) 23/07/2018 Between 12h05 and 12h26

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1. Report Aims

This report has been produced by Datanet to provide further detail and clarification of the issues which impacted services terminating in the Aspen House (AHF) Datacentre.

2. Customer Impact, Experience & Affected Infrastructure

Colocation customers experienced a loss of connectivity between 12h05 and 12h26 during the MSO period.

3. Incident Summaries

At approximately 12h05 Datanet was alerted through our monitoring system that our colocation customers had lost connectivity in Aspen House.

The support team immediately proceeded to investigate to ascertain the root cause of the outage and all services were fully restored at 12h26.

4. Root Cause

The root cause of the network outage experienced was related to a misconfiguration applied to our core switches and was resolved by rolling back the changes.

5. Risk Mitigations, Key Observations

A member of the network staff was investigating a non-service affecting spanning tree issue and made changes without following the change control policy resulting in a service outage. Networking staff were quick to realise what had happened and rolled back to the prior state. Staff have been reminded of the importance of following procedures in the live environment.

The Management Team sincerely apologise for the impact caused to our partners and customers as a result of this unplanned event on our core network. Should you wish to have a detailed conversation surrounding this incident, please contact us on 01252 810010.