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Author: Marco Bedin, IT and Support Manager

Case ref: 113-24799– Major Service Outage (MSO) 06/06/2019 Between 17h47 and 17h56

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1. Report Aims

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

2. Customer Impact, Experience & Affected Infrastructure

Some customers experienced a loss of connectivity between 17h47 and 17h56 during the MSO.

3. Incident Summaries

At approximately 17h47 Datanet was alerted through our monitoring system that our colocation customers had lost connectivity in Aspen House. The Support Team immediately reverted the previous network changes and services were restored at 17h56.

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, while provisioning a new customer inadvertently caused a network loop on our Core Network switches. The networking team were quick to realise what had happened and rolled back the configuration to its 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 their 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.