

CORE01.LON01 – Network Incident

Major Incident Report



Call Reference(s):			
Customer(s) affected:	CORE01.LON01		
MI Manager:	Adam Clark		
Technical Lead(s):	Adam Clark		
Start Time/Date:	26/02/2016 – 15:45	End Time/Date:	26/02/2016 15:50

Timeline of events, contacts, and updates

Please provide an active timeline of the activity, updates and the outcome:

26/02/2016 15:45: Structured Communications network monitoring advised engineers that we had lost connection to CORE01.LON01 and all directly terminating services on that device.

26/02/2016 15:47: Engineers engaged in troubleshooting the problem via the devices out of band management to discover the device was in the middle of a software reload.

26/02/2016 15:50: The device had reloaded and all connected services restored.

Immediate effect

Please provide an on-going overview of the impact to customer/s and service/s:

Service impact to Ethernet circuits that terminate on CORE01 as well as DSL services terminating on LNS02

Root Cause Analysis

Please confirm the post-incident technical review:

Engineers have reviewed the device logs and found that the device had reloaded outside of any planned or scheduled works.

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Outstanding/Corrective Actions:

Please list any corrective actions, including any completion dates for relevant activities:

1. Further investigation will be completed and any software updates required will be installed with the relevant engineering notices.

We apologize for any inconvenience caused.