

Incident Report

Vodafone Outage 06/10/2017

Report Date: 26th October 2017



Introduction:

This report contains a breakdown and timeline of events for the incident which impacted Entanet services provided by Vodafone on the 6th and 7th of October 2017. The information detailed in this report has come from the supplier directly.

Description of Incident and Customer Impact

On the 6th October, 2017 at 19:29, Vodafone Transmission Team observed no outbound traffic at the B-End. This is the fourth outage over a period of two weeks resulting in loss of customer relationship.

Reason for Outage

The root cause of this incident has been attributed to a faulty ethernet card at the B-End.

Resolution Details

Vodafone Engineers replaced the faulty ethernet card at the B-End to resolve the issue.

Ticket and Investigation Summary

Friday 06 October

19:35 Vodafone Transmission monitoring and diagnostics Team placed an optical bi-directional loop at the A-End and observed inbound/outbound traffic at the A-End, but not at the B-End and suspected a faulty ethernet card at the B-End.

19:40 Vodafone Transmission Team raised a request for a Vodafone engineer to attend at the B-End and replace the faulty ethernet card. The ETA obtained for attendance was 22:30.

23:15 Vodafone Engineers arrived onsite at 22:23 and proceeded to replace the faulty ethernet card, but it was unsupported. Hence, the Vodafone engineer reseated the faulty old ethernet card and all impacted circuits came up. Vodafone customer services centre was requested to recheck the status of the circuits with Entanet.

23:23 Vodafone engineers proceeded to leave site as no further action could be taken at this point onsite.

Saturday 07 October

03:19 Vodafone Transmission Team requested Vodafone customer services to liaise with Entanet and obtain downtime for replacement of the faulty ethernet card.

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04:13 Vodafone customer services reached out to Entanet to obtain downtime and but were informed the faulty ethernet card could be replaced anytime as the circuit remained down.

06:17 Vodafone Transmission Team confirmed multiple customer services were running on the same slot due to which all affected customers needed to be notified prior to the replacement. A change request was raised by Vodafone transmission for this replacement to be carried out under an emergency outage.

07:57 Vodafone customer services provided Entanet with the updates on the progress made towards the fix. Incident updates were given to Entanet.

08:21 Vodafone transmission team verified the same inbound and outbound packet flow was observed for all impacted circuits. As the next course of action Vodafone transmission team raised a request for a Vodafone engineer to order the required replacement spare.

08:55 Vodafone engineers proceeded to order the required replacement ethernet card.

09:39 Vodafone engineers obtained the ETA for the replacement ethernet card as 11:00.

11:54 Vodafone engineers arrived onsite and awaited delivery of the spare.

12:18 Vodafone engineers proceeded to replace the ethernet card as instructed by Vodafone transmission team resulting in service restoration at 12:26.

12:47 Vodafone transmission team rechecked the B-End and observed both Inbound and outbound traffic on all 4 nodes at the B-End. Vodafone engineers were requested to leave site as no further action was required.

Customer and Service Manager Highlighted Issues

1. What does it mean on the notes at 23.15 that the 'card was not supported'?

A: The replacement card was faulty, hence the existing card was reseated.

2. What actual time did the link go down again after it was restored at 23.58 on Friday 6th October

A: At around 02:54GMT on 07/10/2017.

3. Who confirmed that the link had gone down again – was this the customer or Vodafone?

A: Customer

4. Why when the link went down again on 7/10, was there no immediate request to send an engineer to site to actually replace the card?

A: This is a lapse from Vodafone transmission team. We should have sent an engineer to replace the card. Previous diary update was not checked by Vodafone transmission team.

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5. Why were the customer and service manager advised that a replacement card would only be done under a change request?

A: Diary update on 06/10/2017 19:40:32 when service initially failed says all circuits on that card were affected. This diary update was not checked. All the remaining circuits also were down so there was no need of a change request.

6. If the service was already down, why was this the route that was being explored rather than just raising an engineer to replace the card?

A: Diary update on 06/10/2017 19:40:32 was not checked. This mentioned all circuits affected on that card. Not checking this misled the investigation.

7. What was the plan of action around the change request?

A: If only one circuit is down or intermittent and a card needs to be replaced immediately, this goes via emergency change request. Yes, no change request was raised for this case. Raising one also would have been a mistake as all affected circuits were down, so the change request was not needed

8. Why were there repeated delays in delivery of the replacement cards?

A: There is always certain amount of delay associated with delivery of parts depending on which site is delivering the card.

In this case 2nd engineer raised at around 09:30 GMT on 07/10/2017. Raising this engineer/ order of replacement card early would have minimised the downtime.

9. What is being done to minimize these delays of hardware in the future?

A: Certain delays will always be there when it comes to delivery of parts. But if we already know card is faulty, we could order immediately and chase for a faster delivery.

End of report

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