

Post Incident Report			
<b>Incident Summary:</b>			
<b>Brief Incident description:</b>	Multiple Systems Down – Prompting ‘Cannot reach this page’		
<b>Incident Number:</b>	s. 22(1)(a) (ii)	<b>External Reference Numbers:</b>	s. 22(1)(a) (ii)
<b>Priority Level:</b>	Priority 1	<b>PIR Author:</b>	s. 22(1)(a) (ii)
<b>Actual downtime of Incident:</b>	4 hours 7 minutes	<b>PIR Review &amp; Input provided by: (Org/Name/Section)</b>	IBM Network and Service Delivery manager
<b>Date/Time of Incident Recorded:</b>	29/04/2019 07:06	<b>Resolving Group:</b>	IBM – Network Services
<b>Date/Time of Incident Resolution:</b>	29/04/2019 11:13	<b>No. of Users affected:</b>	TBA
<b>Environment impacted:</b>	E9 - Production	<b>Related change number if applicable: (please provide number and title)</b>	N/A
<b>PIR Request Date: (If P2/3/4 Incident)</b>	N/A	<b>Method of Detection:</b>	Staff
<b>Service / System / Device affected:</b>	s. 47E(d)		<b>Geographic Location:</b>
	Australia		
<b>Actual Business impact:</b>	TBA – to be provided by the Department		
<b>Business and System Owner:</b>	TBA		
<b>Incident Timeline &amp; Resolution:</b>			

<p><i>What steps were performed to restore services?</i></p> <p><i>What specific action was taken to restore services?</i></p>	<p>7:15 IBM were engaged. IBM technical support (Unix, Web Support) teams investigated.</p> <p>7:45 IBM Unix confirmed servers were up but unable to logon directly from Putty. IBM Web Support unable to connect to Smartgate servers.</p> <p>Users unable to access <b>s. 47E(d)</b></p> <p>7:49 IBM Unix advised all data network seems down, servers accessible only by admin network. VIOS shows that physical links are down.</p> <p>7:57 IBM Network team engaged.</p> <p>08:16 IBM DCMS at <b>s. 22(1)(a)(ii)</b> Data Centre were engaged to inspect core switch.</p> <p>08:32 IBM Network team advised the link to the edge switch to Distribution switch is down</p> <p>08:41 IBM DCMS performed physical inspection and confirmed Line Card 9 is down on the primary <b>s. 22(1)</b> Distribution Switch 01.</p> <p>08:54 IBM Network team: An automatic failover of Distribution Switch 01 to Switch 02 should have occurred. As the failover was unsuccessful, the following actions were made to force the traffic to Switch 02 manually, but was also unsuccessful.</p> <ul style="list-style-type: none"> <li>- Shutdown the vlans on the Distribution Switch 01</li> <li>- Shut all access connections to Distribution Switch 01</li> </ul> <p>09:50 IBM DCMS team were requested by the Network Team to power off <b>s. 22(1)</b> Distribution Switch 01 to force the failover to Switch 02 as there could be some open connections stopping the failover from occurring. IBM Network team confirmed on Distribution Switch 02 that all vlans were active, however no routes were being learned on Distribution Switch 02 from the Optus WAN – therefore still no traffic flow.</p> <p>10:10 IBM Network team arranged hardware call for Distribution Switch 01.</p> <p>10:20 IBM DCMS restarted Distribution Switch 01 and re seated the Line Card, however the Line Card 9 was still red.</p> <p>10:49 IBM identified another Line Card in Distribution Switch 01 that could be used.</p> <p>11:05 IBM DCMS repatched the connection (Edge switch to Distribution switch 01) from Line Card 9 (faulty) to Line Card 8 (functioning). IBM Network team configured the port and enabled it.</p> <p>11:13 Service restored. Network logs verify the repatched DS01 was back up at April 29, 11:13:27</p> <p>11:14 Mainframe log entry confirms the mainframe communication restored <b>s. 22(1)</b></p>
<p><i>Was Root Cause identified during the incident? If so please provide detail.</i></p>	<p>Root cause was a Hardware Failure on <b>s. 22(1)</b> Distribution Switch 1, which connects Distribution Switch 1 to the Edge Switch.</p> <p>Network traffic should have failed over from <b>s. 22(1)</b> Distribution Switch 1 to Distribution Switch 2 from the Edge Switch. This failover did not occur successfully because the static route was missing on the Edge Switch to route traffic to and from Distribution Switch 2.</p>
<p><i>Was the resolution temporary or permanent?</i></p>	<p>Temporary.</p>
<p><i>Has the issue occurred before? Are there any noticeable trends or Patterns?</i></p>	<p>No.</p>
<p><i>What is the likelihood of this issue re-occurring?</i></p>	<p>Low.</p>

<i>What stakeholders need to be engaged for Root Cause Analysis (include any Business Reps that should be included)?</i>	IBM Network team have identified the root cause as above.		
<b>Is Incident related to an existing Problem or Known Error?</b>	No.	<b>Reference Number:</b>	
<b>Service Improvement Activities:</b> <i>Have any service improvement activities been identified. If so please provide detail?</i>	Short Term: <ul style="list-style-type: none"> <li>- Faulty hardware (Line Card 9 of S. [REDACTED] Distribution Switch 01) needs to be replaced.</li> <li>- Vlans and access ports need to be reactivated on S. [REDACTED] Distribution Switch 01.</li> <li>- Once the faulty hardware has been replaced, repatch cables back from Line Card 8 (functional) to Line Card 9 (currently down) of S. [REDACTED] Distribution Switch 01.</li> <li>- The static route of Edge Switch should be added for S. [REDACTED] Distribution Switch 02.</li> <li>- Complete fail over testing of S. [REDACTED] Distribution Switch</li> </ul>		