

# IT SYSTEMS OUTAGE REPORT

## OUTAGE ISSUE SUMMARY

REPORT DATE	INCIDENT NAME	PREPARED BY
03/04/2019	Kirkland Campus Outage	Tom Strickland

## STATUS SUMMARY

At Approximately 2:40 PM, our internet feed from Zayo lost connection. Shortly after, we lost local connections from our workstations to our datacenter.

## ISSUE OVERVIEW

At this time, the initial internet outage by Zayo is unknown. What we do know is that Port 2 on the Zayo switch that provides our internet feed was disabled and not functioning.

## ACTIONS TAKEN BY NU IT STAFF

Once the outage had been reported to IT, our staff immediately started troubleshooting the issue.

Network engineering started investigating switch problems throughout NU's network and identified switches with feed ports that were in administrative down status (off). At the same time, they identified that the Internet feed from Zayo was offline as well.

A call was placed to Zayo at 3:11 PM and a ticket was created for Zayo to look at our internet connection.

At approximately 3:30 PM, NU contacted and requested assistance from our networking consulting partner. Within the first hour of the issue, and with the help of our partner, our staff fixed the internal switch port issue and resolved our on-campus computers' ability to talk to the datacenter.

After several hours of working on the issue, at approximately 8:45 PM, Zayo resolved the issue on their network and re-enabled NU's internet connection.

## ISSUES RELATED TO THE OUTAGE

The outage on Port 2 of the Zayo switch, is believed to be the cause of the outage.