



ISC Network Outage on November 13, 2017

On **November 13, 2017** at 2:20 p.m. internet connectivity was reported down by numerous users at the ISC. The team quickly converged on Data Center 3 and realized that the 4500x that supports ISC connectivity was not functioning properly. Troubleshooting revealed that a switch stack was causing the Cisco 4500x to malfunction. Once the cause was isolated, all ISC users except those serviced by the access layer switch stack causing the issue (Finance, NIC, and ISA) were returned to service by 2:47 p.m. The network team examined the suspect switch stack and users serviced by it were returned to service by approximately 3:10 p.m.

A Root Cause Analysis (RAC) was conducted by David Deitsch, the new Enterprise Communication Networks manager. A new process has been put into place so that every time a priority 1 emergency service outage occurs, a RAC with preventative measures will be put into place.



Andrew Tran, David Deitsch, Anna Senties

We Have a HECK of a Line Up:

- ✓ Bradley Mulligan
- ✓ David Glennon
- ✓ Mike Raspet
- ✓ Andrew Tran
- ✓ David Deitsch

