

Technology Post Incident Review (PIR) Report

Please make yourself available for this urgent review. If you are unable to attend, please send a delegate.

PIR Meeting Date/Time	18/06/2024 11:45 AEST
Priority - Incident #	P1 – 732790
PIR Recording	ss 22 & 33
Incident Title	ss 22 & 33 Data Centre network communication outage
Incident Summary	<p>On Friday 7th June 2024 at 12:37 AEST ITCC monitored ss 22 & 33 several communication connection issue to VM's ss 22 & 33</p> <p>Aviation applied NOTAMs, Real time aeronautical observations (METAR/SPECI) and aerodrome weather information service (C-AWIS/C-AWIB).</p> <p>@13:05 Technical Bridge Started and P2 ss 22 & 33 communicated to stakeholders.</p> <p>Bureau support teams have performed internal checks and confirmed that impact/cause is not within infrastructure.</p> <p>14:40 Bureau network joined vendor technical bridge to investigate links. ss 22 & 33 identified that the primary fibre link was damaged and secondary link had identified technical issues. ss 22 & 33 despatched unit to fix damaged cable.</p> <p>@15:27 Incident priority raised to P1.</p> <p>@17:48 Cable repaired, and services restored on primary link. Post incident actions in progress to verify services. At 18:30 all initial reports were operating as designed.</p> <p>P1 resolved ss 22 & 33 sent and tech bridge closed.</p>
Impact Statement	<p>Bureau forecasters unable to connect to internal services. Aviation applied NOTAM's, Real time aeronautical observations (METAR/SPECI) and aerodrome weather information service (C-AWIS/C-AWIB) unavailable which may impact provision of Aviation forecasts and have follow on impacts to Aviation industry such as flight cancellations. Aviation forecasters applied workarounds for National Graphical Forecast Editor to use an alternate path. Loss of 3-minute CREX Tsunami/tidal messages, 15-minute Radar calibration rainfall messages. CSG applied manual workaround to utilise web pages. Limited observational data is restricting ability to weather watch which is increasing difficulty of maintaining warning services.</p>
Restoration Activity	<p>Network operations and vendor ss 22 & 33 repaired damaged fibre to restore communication. System health-checks performed on services impacted and confirmed operable. Services restored.</p>
Service Classification	
Incident Service	Infrastructure Services
Incident Category	Network Device
Service Impact	
Start Date/ Time	Friday 7/06/2024 at 12:37 AEST
End Date/ Time	Friday 7/06/2024 at 17:48 AEST
Duration	5 hours, 11 minutes (311 minutes)
Cherwell Incident Ticket	
Created Date/ Time	Friday 7/06/2024 at 12:48 AEST
Upgraded Date/ Time	Friday 7/06/2024 at 12:57 AEST (P2) and 15:27 AEST (P1)
Resolved Date/ Time	Friday 7/06/2024 at 17:48 AEST
Duration	5 hours (300 minutes)
Service Restoration Target Calculation (MTTR)	
MIM Start Date/ Time	Friday 7/06/2024 at 12:48 AEST
Service Impact End Date/ Time	Friday 7/06/2024 at 17:48 AEST
Duration	5 hours (300 minutes)

Technology Incident Compliance Assessment:

Description	Status RED, AMBER, GREEN
Automated event monitoring	Multiple alerts however none specific to the failed links
Support Response Time	
Technology Major Notification Operational Level Agreements (OLAs)	
Incident Management Process	
Changes made in the Production Environment	

