

Interim Post Incident Report IP Exchange Loss of Service IMT14459/10 24th May 2010

Objective

This report provides information about the following incident:

- IP Exchange Loss of Service Incident : IMT14459/10

1. Customer Impact and Incident Summary

On Monday 24th May 2010, the IP exchange platform suffered a full service outage as a result of a planned activity to import data for a new customer configuration. A change was implemented at 10:00BST this resulted in all calls failing across the platform. Reports were received from customers of a service impact at approx 10:10.

The configuration change raised had an error within it, & due to the nature of the error being a valid request it was not picked up by either the team or the platform itself.

Service was restored at 11:35 when the configuration change was reverted on the platform, this was confirmed with customers.

Incident Summary

Incident Start Date & Time	Incident Detect Date & Time	Incident Finish Date & Time	Incident Duration
24/05/2010 10:00	24/05/2010 10:10	24/05/2010 11:35	1 Hour 35 Minutes

2. Time Line

Date	Time	Action
24/05/2010	10:00	Calls from customers start to come in
24/05/2010	10:30	Technical Bridge set up to diagnose fault
24/05/2010	11:35	Configuration identified as being incorrect, corrections made to restore service
24/05/2010	12:00	Management call reconvened to investigate the RAFT (root cause, Aggravating Factors and Trigger)
24/05/2010	13:30	Root Cause, Aggravating Factors and Trigger identified and owners agreed

3. Root Cause

The root cause of this incident was a simple process mistake whereby the team did not validate the data being sent onwards for implementation into the IP Exchange platform.

4. Current Risk

The current risk of re-occurrence is low although the platform has no way of validating the entries made, when although technically correct will cause an outage. However given that these changes are conducted every day this is deemed to be a very low risk incident

5. Risk Mitigation

Education of all teams involved in the ENUM file upload process will now take place to ensure the validity of the work they complete, is understood, and additional checks & balances will be implemented as part of a process review

There will be a further update provided to confirm output of the process review.

Please contact your BTWholesale Client Relationship Manager (CRM) if you have any queries regarding this report