

Document ID: 937701
Ticket Number: CNNXN010101
Status: Pending
Location: Austin
Director: Amy Adams
VP: Allan Augusta
Service Type: OTN
Outage Start Date/Time: 01 Sep 2018 01:01 GMT
Outage End Date/Time: 01 Sep 2018 02:02 GMT
Outage Duration: 1h 01min

Summary Of Issue

On September 1st, at 1:01 GMT, Austin reported that the primary OTN device associated with the Austin serving area stopped passing traffic, impacting 1 residential customer and 11 business customers. This outage occurred during the resolution of a fallout issue linked to one new OTN device. A level 1 provisioning specialist, in the course of addressing the fallout, inadvertently triggered the outage. This occurred when the specialist deleted 1 configuration from the OTN device located in Austin. In the typical provisioning process, when an OTN device falls out, automation fails during the initial provisioning attempts. In such cases, the standard procedure for a provisioning specialist is to verify residual configurations within the OTN device and manually remove these configurations from the OTN device.

Subsequently, the provisioning specialist manually rebuilds the correct configuration to complete the provisioning process, thus resolving the fall out. However, in this particular instance, while attempting to manually address the OTN device fallout, the existing and operational configurations from the OTN device located in Austin was removed. OTN device down ticket (CNNXN010101) came in at 1:01am on September 1st for the OTN device. This ticket had 1 alarm for an OTN device down condition in one location.