

Document ID: 937710
Ticket Number: CNNXN101010
Status: Closed
Location: Kansas City
Director: Kerrie Karnes
VP: Ken Kraft
Service Type: Web
Outage Start Date/Time: 05 Oct 2018 10:10 GMT
Outage End Date/Time: 05 Oct 2018 20:20 GMT
Outage Duration: 10h 10min

Summary Of Issue

On September 10th, at 10:10 GMT, Kansas City reported that the web services associated with the Kansas City serving area stopped passing traffic, impacting 10 residential customers and 20 business customers. This outage occurred during the resolution of a fallout issue linked to ten new web services. A level 10 provisioning specialist, in the course of addressing the fallout, inadvertently triggered the outage. This occurred when the specialist deleted 10 configurations from ten web services located in Kansas City, Knoxville, Killeen, Kent, Kenosha, Kirkland, Kennewick, Kissimmee, Kalamazoo and Kokomo. In the typical provisioning process, when a web service 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 web services and manually remove these configurations from all ten web services.

Subsequently, the provisioning specialist manually rebuilds the correct configurations and synchronizes the configurations across the web services to complete the provisioning process, thus resolving the fall out. However, in this particular instance, while attempting to manually address the web service fallout, the existing and operational configurations from the ten web services located in Kansas City, Knoxville, Killeen, Kent, Kenosha, Kirkland, Kennewick, Kissimmee, Kalamazoo and Kokomo were removed. Web service down ticket (CNNXN101010) came in at 10:10am on September 10th for the web service. This ticket had 10 alarms for web service down conditions in ten locations.