Document ID: 937708
Ticket Number: CNNXN080808
Status: Closed
Location: Indianapolis
Director: Ira Isky
VP: Ida Imani
Service Type: Application
Outage Start Date/Time: 03 Oct 2018 08:08 GMT
Outage End Date/Time: 03 Oct 2018 16:16 GMT
Outage Duration: 8h 08min

Summary Of Issue

On September 8th, at 8:08 GMT, Indianapolis reported that the applications associated with the Indianapolis serving area stopped passing traffic, impacting 8 residential customers and 18 business customers. This outage occurred during the resolution of a fallout issue linked to eight new applications. A level 8 provisioning specialist, in the course of addressing the fallout, inadvertently triggered the outage. This occurred when the specialist deleted 8 configurations from eight applications located in Indianapolis, Irvine, Irving, Independence, Inglewood, Indio, Iowa City and Idaho Falls. In the typical provisioning process, when an application 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 applications and manually remove these configurations from all eight applications.

Subsequently, the provisioning specialist manually rebuilds the correct configurations and synchronizes the configurations across the applications to complete the provisioning process, thus resolving the fall out. However, in this particular instance, while attempting to manually address the application fallout, the existing and operational application configurations from the eight applications located in Indianapolis, Irvine, Irving, Independence, Inglewood, Indio, Iowa City and Idaho Falls were removed. Application down ticket (CNNXN080808) came in at 8:08am on September 8th for the first application. This ticket had 8 alarms for application down conditions in eight locations.