**Critical Incident – Wi-Fi Outage**

**RCA – Wi-Fi Outage**

**Incident ID: INC-001  
Incident Title: Office Wi-Fi Outage  
Date/Time: 06-Sep-2025, 10:00 AM – 11:00 AM**

**1. Incident Summary**

**On 6th September 2025, the office experienced a critical Wi-Fi outage that prevented approximately 200 employees from accessing the internet. This disruption impacted business operations and delayed several critical tasks.**

**2. Impact**

* **All employees in the Hyderabad office were unable to access internet services.**
* **Email communication, video conferencing, and internal tools were unavailable.**
* **Estimated downtime: 1 hour.**
* **Business impact: Moderate to high (P1 incident).**

**3. Root Cause**

**The outage was caused by a DNS misconfiguration in the office router. Incorrect DNS entries prevented devices from resolving domain names, resulting in loss of connectivity.**

**4. Resolution / Action Taken**

* **Escalated issue to the Network Team at 10:05 AM.**
* **DNS configuration was corrected on the router.**
* **Router was rebooted and services restored by 11:00 AM.**
* **Employees were notified once the Wi-Fi was fully functional.**

**5. Preventive Measures**

* **Configure automated monitoring alerts for DNS and network availability.**
* **Maintain backup DNS configuration for quick recovery.**
* **Perform regular audits of router/network settings.**
* **Provide refresher training for IT staff on critical incident handling.**