\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***Timelines (Times are in Eastern time (GMT-5) unless otherwise noted):**

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| 6/24/2025 15:16 Incident reported to IMC by ABC team that critical site XXXX is isolated.  6/24/2025 15:17 Proposed as Major incident and bridge initiated with ABC and GBS team.  6/24/2025 15:20 GBS team mentioned that entire site network connectivity is down which is impacting all the applications operational at the site.  6/24/2025 15:24 Incident promoted to Major incident.  6/24/2025 15:29 ABC team confirmed that network devices came up and running.  6/24/2025 15:43 GBS team is checking with the users at the site for confirmation of services.  6/24/2025 16:04 GBS team mentioned that some wireless APs are unstable.  6/24/2025 16:05 ABC team is checking on the same.  6/24/2025 16:08 User **Chandhan** joined the call and confirmed that network connectivity has been restored. He reported that the issue was due to a power failure at the site, caused by a problem with the transformer. Additionally, it was noted that there was no backup power available in the network room, which contributed to the outage. They are already in talks with the vendor to remediate it.  6/24/2025 16:15 The GBS and ABC teams are actively working to restore a few wireless access points that have not yet come online.  6/24/2025 16:30 ABC team mentioned that for AB's they will raise a separate ticket to investigate.  6/24/2025 17:10 Ticket has been resolved by ABC team and problem ticket- PRB1111111 was created for RCA.  6/24/2025 17:15 MIM bridge closed.  The current instance/situation/issue has been escalated to a major incident    \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* |

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| Action Item | A problem ticket (PRB1111111) has been created. | ABC Team |

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| **Observations/Follow-up** |
| It was observed that there was no backup power available in the network room. The local support team mentioned that they are currently in discussions with the vendor to address this issue |