04/09 - Central issue at Blue Yonder impacting ability to access SRD via Open Access and WLM applications

Incident Number:

90240387

Incident Date: 4th Sep

**Incident Summary** : Foods SRD (Open Access) and WLM (Warehouse Labour Management) applications were inaccessible between 07:11 and 11:34. Store & DC colleagues were unable to access/print planograms and carry out resource planning via WLM. To mitigate the impact, store colleagues were advised to use SST (Store Stock tool) for Open Access and DC colleagues used WLM application on their workstations. The root cause was attributed to a human error within the BY infrastructure whilst deploying a network change which was resolved by 11:34.

**Incident Resolution** In order to restore services, the Blue Yonder (BY) support team deactivated the default route from the Express Route in the Europe West Azure Region. They then corrected the error made when implementing the additional route filter statement, which then meant that traffic would successfully go through new VPN tunnel

Root Cause

The root cause was attributed to a human error within the BY infrastructure whilst deploying a network change. On 04/09, there was a scheduled change at Blue Yonder to migrate their network traffic from the ExpressRoute circuit to a VPN tunnel, as part of their datacenter migration project. This change was intended to modify only their on-prem management firewall and Azure vWAN hub. However, an additional route filter statement was required on the ExpressRoute circuits in the Europe datacentres, this statement was incorrectly fed (due to a typo) into the route filter on one of the routers which resulted in issues with the connectivity to the Azure Europe West region impacting our services.

**Findings and Mitigations Alerting**: The issue was identified through xxx alerting, however the BY communications were not sent on time to confirm the outage. Action: BY has agreed to improve their Major incident management process to ensure that communications are sent out in a timely manner. Also, BY is working out on a status page, to notify the outage details on their portal

**Problem avoidance:** This is the second instance of Blue Yonder central change impacting our services, Blue Yonder has been advised to review their change management process and to ensure the stability of our services during the peak trading period. Blue Yonder has agreed to review their change management process, as part of which the doer/checker process has been rigorously enforced to prevent human errors.

Also, they have introduced Arista CloudVision configuration management tool to implement their changes on Arista devices in order to prevent human errors. Furthermore, they have consented to limit the execution of changes during weekdays unless absolutely required. - Action completed. Resolution & recovery: It took around five hours on the day of the incident to restore services and assess the viability of resilience in the event of such disruptions. Although BY has a disaster recovery setup in place, the root cause of the problem was identified right away at the beginning of the incident and a recovery plan was quickly created. Thus, the BY tech team did not declare the DR initiation. The recovery plan required testing to be carried out within the BY environment which took time. However, they have been advised to review their DR process to ensure stability. Action completed