**Incident report for 733 sites down of Grameenphone**

**Incident period:**

* Start date & time: 19-04-2019 12:54
* End date & time: 19-04-2019 13:16
* Total duration: 22 minutes

**Incident details:**

We were having some software related issues with Juniper routers. So we seek support from our vendor and accordingly they have given some configuration script for solving the issue. But after loading the script in handover routers Grameenphone sites were impacted.

**Fault handling process:**

Immediately after receiving complain at 13:12 we roll backed to previous configuration and sites became up at 13:16.

**Root cause analysis:**

Afterwards we have checked the vendor provided script carefully and found a serious mistake in the script. Though the script should have to impact only 1 site in worst case, all the sites were down due to a default line missing.

**Way forward:**

1. From next we will double check vendor provided script.
2. Script will be checked in test network before loading in live network.
3. We will implement 3 layer approval system for change management.
4. NCR will be taken before loading script even if non traffic hampering.