

Service Desk Network Outage Incident Report

Report Prepared By

Name: Nicole Nealy

Date: July 8, 2025

Role/Position: Service Desk Agent

Incident Details

Incident ID: #001/#002 (combined major incident)

Date and Time of Incident: July 8, 2025

Reported By: Alex Reynolds (Global Design Inc.) & Natalie Kim (Peak Solutions)

Client Company Names: Global Design Inc. & Peak Solutions

Incident Description

Brief Description of the Incident:

Multiple clients reported a total loss of network connectivity, including internet access and cloud services. Both organizations were unable to perform any online operations.

Impact on Client Operations:

Business operations at both client organizations were completely halted, impacting all users and disrupting critical workflows.

Initial Assessment

Initial Hypothesis of the Issue:

Suspected network-level failure affecting multiple clients; possible data center outage.

Relevant Information Gathered:

- Reports came from multiple, unrelated client companies at the same time.
- No internal configuration changes had been reported by either client.
- Both clients experienced identical symptoms: no connectivity, no access to cloud services.

Detailed Analysis

Steps Taken to Identify the Problem:

- Reviewed simultaneous tickets (#001 & #002) indicating major outage symptoms.
- Confirmed that multiple clients were impacted, suggesting an infrastructure-level failure.
- Logged the incident as a major incident in the ticketing system in accordance with ITIL processes.
- Gathered initial diagnostics from affected users to rule out isolated local issues.

Questions Asked:

- When did the issue begin?
- Are all users affected or only some?
- Have there been any recent changes to your internal network or equipment?

Client Responses:

- Issue began overnight; persisted into the morning.
- All users affected at both sites.
- No internal changes reported.

Key Findings:

Identified as a widespread network outage originating from Datacom's main data center infrastructure.

Resolution Steps

Detailed Steps Taken to Resolve the Issue:

- Escalated the major incident to the network engineering team immediately after categorization.
- Provided engineers with all collected client data and timeline of reported symptoms.
- Drafted and sent communication to affected clients acknowledging the outage and providing updates.

Client Actions:

- Provided confirmation of symptoms and confirmed no internal changes on their end.

Resolution Timeframe:

Ongoing at time of initial report; estimated full restoration within 24 hours per engineering team.

Outcome and Follow-Up

Confirmation of Resolution:

Clients notified of progress and provided estimated resolution timeframe; engineers actively working on full restoration.

Client Satisfaction:

Clients expressed appreciation for prompt acknowledgment, escalation, and clear communication during the outage.

Follow-Up Actions Recommended to the Client:

- Monitor services over the next 24 hours and report any further anomalies.
- No immediate action required on client side.

Lessons Learned and Recommendations

Insights Gained:

Major incidents require immediate categorization, escalation, and proactive client communication to maintain trust.

Recommendations for Preventing Similar Incidents:

- Enhance monitoring of data center infrastructure to detect issues sooner.
- Maintain ready-to-send templates for major incident communications.

Suggestions for Process Improvement:

- Conduct post-incident review with engineering team to identify root cause and mitigation measures.

Documentation and Closure

How was the incident documented in the ticketing system?

Documented in Jira under major incident log with all client interactions, diagnostics, escalation details, and communications attached.

Any additional notes or comments:

Close coordination between service desk and network engineering team facilitated swift response and minimized client frustration.

Sign-Off

Prepared by (Signature): Nicole Nealy

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