

Several months before the outage, a manager approved a plan to consolidate server resources.

On a later date, a technician updated configuration settings on a backup system.

After finishing the update, the technician did not restart one of the services.

On the morning of the incident, an analyst began processing a large dataset.

Shortly afterward, system load increased across the network.

As load increased, a critical service stopped responding.

Later that morning, users reported being unable to access shared files.

In the weeks that followed, an internal review examined the incident.