

INCIDENT REPORT

INFORMATION TECHNOLOGY SERVICES



Incident Report

Incident #2016-0155

Dupuis Data Centre Services Unavailable

Summary

Power was interrupted in the Dupuis Data Centre during an unplanned event on Monday July 25, 2016 at 14:53. The interruption made all systems hosted in the Data Centre unavailable. Power was restored at 15:10 and Infrastructure staff began the recovery process in service priority order. The majority of production services were restored by 18:00, with the remaining services following shortly after.

Impact

The outage affected all Dupuis Data Centre services. The list includes, but is not limited to:

- Queen's web presence
- OnQ
- Access to webmail and email through desktop client
- PeopleSoft HR, Finance and Student
- Moodle
- WebPublish
- All customer hosted servers
- All customer hosted systems and applications

Root Cause

During the semi-annual fire protection systems testing (FM200), an emergency power-off was signaled to the UPS by the fire alarm system. When the UPS receives this signal, it is designed to shut down all power to the room. An electrician removed a detector base from the ceiling as it was cracked. During removal, the wires connecting the detector were removed which is when the problem occurred.

Resolution

Investigation and assessment of the integration between the fire alarm system and the UPS continues with the goal of ensuring this situation does not occur in the future.

Communications (Internal)



INCIDENT REPORT

INFORMATION TECHNOLOGY SERVICES



- ITSC was immediately notified
- Infrastructure team was notified by yelling in hallways
- Phone contact to Enterprise Solutions was attempted and we received call back from Associate Director
- AVP/CIO updated verbally
- PPS, Director of Engineering and Operations Team communication through phone,
- Incident Coordinators were assigned
- Internal PPS communication processes worked as designed and Area Managers were notified immediately

ITSP Communications (External)

- Client and customer notifications were completed via phone
- Twitter feed was used once recovery processes began
- Notification tool was updated as soon as it was available

Lessons Learned

- Scheduling of fire alarm system testing should be included in ITS change control process
- Customer and client notification lists was not easily available on paper
- Customer and client notification list required some updating
- ITS Communications team should have been notified at the onset of the incident to assist with communications using Twitter
- A review of emergency power off (EPO) design should be performed

Costs

- ~160hr of ITS staff time was spent restoring systems to their original state
- 2 hr systems outage (3pm-5pm) impacted University productivity
- Reputation impact on data centre reliability

