

Incident Report Fast Reporting - September 2015

Incident #2015-95

Summary

During the first week of September, random users of Office O365 may have experienced any of the following:

- Issues connecting to Exchange Online through Outlook and OWA (using browser)
- Extreme slowness when using O365
- Issues accessing applications within O365

Impact

During this time, users that were affected would have had difficulty or the inability to access their email and/or the applications in O365.

Root Cause

The problem, as reported by Microsoft, was related to the decommissioning of servers within a datacentre and a failure to update DNS records. This caused other Microsoft servers to be overloaded.

Resolution

Information Technology Services (ITS) has been working with the Microsoft on this issue. We are investigating why the issue occurred and how Microsoft is going to ensure it doesn't happen again.

Communications (Internal)

ITS informed Microsoft of the problem and kept in contact with them for updates. In addition, ITS provided troubleshooting diagnostics. Numerous notices were posted to the ITS Notifications page.

ITSP Communication (External)

This Incident Report, published on the ITS website.

Lessons Learned

- ITS needs to ensure we escalate issues within Microsoft quickly.

Action Items

- Ensure all ITS staff know how to escalate issues with Microsoft.