

Action: 41/06: The DCC to investigate whether the review on the routing network bug (PBI000000121832) has been completed.

Network routing bug: Confirmed by CSP North that the routing bug is not relevant to this Problem Record (and MI).

[The bug is only on Cisco ASR9000 routers within the CAN network running IOS 6.5.3. Arqnet is a Huawei based network and optical - hence completely unrelated.]

Root Cause statement: The root cause of the incident is aligned with inadequate third-party proactive maintenance that exposed ineffective fault tolerance (single point of failure). The cause of the fault was a power supply failure, which was the result of a tripped circuit breaker for the racks in data centre. This power failure triggered a failover of core backhaul circuits.

Solution: Additional resilience implemented by network vendor.

1. Failed rectifier was successfully replaced, along with a further 2 rectifiers, to support resilience at the datacentre on 30th November 2020.
2. Infrastructure review was completed and 9 other failures have been identified across the wider estate. None of these were marked as critical and all had an acceptable level of resilience in place. These were replaced in January 2021.
3. Additional monitoring capability to be delivered by end of February 2021.

Target completion date: 26th February 2021 (monitoring software to be installed).