Incident Overview Summary

Incident ID: INC-2024-0012

Date & Time: 2024-06-21, 14:35

Reported By: Alex Jordan

Location: Main Data Center

Summary of Incident

On June 21st, 2024, a network outage affected the main data center, resulting in temporary loss of connectivity for approximately 45 minutes. The incident was promptly reported by onsite engineers and escalated to the IT response team for immediate action.

Root Cause

Investigation revealed that the primary firewall device experienced a critical failure due to firmware corruption following a routine update. Backup systems did not engage as expected due to a misconfiguration.

Impact

- Temporary service disruption for internal users
- No customer data loss or external impact reported
- Minor delays in resuming normal operations

Actions Taken

- Reverted to previous firmware version on firewall
- Corrected backup system configuration
- Communicated status updates to affected personnel

Preventive Measures

- Implemented automated backup checks
- Scheduled review of update procedures
- Additional staff training on emergency protocols

Important Notes

- Incident Overviews provide a concise review to inform stakeholders and guide improvements.

- Clarity and factual accuracy are essential; avoid speculation.

- Include both root cause and corrective actions for transparency.

- Update the document if further investigation reveals new details.

- Keep sensitive information confidential as per organizational policy.