

<b>Description</b>	UPS 3 Incident Report	
<b>Period of Incident</b>	<b>Start:</b> Friday 13 <sup>th</sup> Dec 2013 - 16:26	<b>Finish:</b> Friday 13 <sup>th</sup> Dec 2013 – 23:21
<b>Customers Affected</b>	Customers connected to UPS 3 at The Bunker’s Newbury data centre.	
<b>Reported By</b>	The Bunker’s Internal Monitoring	
<b>Engineer’s Assigned</b>	Mark Sefcick (Operations Manager Newbury) Ken Mowat (Facilities Management) Ian Watson (Facilities Management)	
<b>Escalated To</b>	Paul Lightfoot (Director) Philip Bindley (CTO) Peregrine Newton (CEO) Simon Neal (Data Centre Director)	
<b>Ticket Reference</b>	IM50609	
<b>Site</b>	Greenham Common (Newbury)	
<b>Details</b>	<p>On Friday 13<sup>th</sup> December 2013 alerts received for Uninterruptable Power Supply system 3.</p> <p>Below is a timeline of events:</p> <p><b>16:26</b> - A localised UPS Fault was monitored and alerted on UPS3 at the Newbury Data Centre. Escalation procedure initiated.</p> <p><b>16:55</b> – Major incident declared and all Senior Management Team contacted via call out tree. Support team initiated the call out procedure for the failed UPS.</p> <p><b>17:00</b> – Facilities team perform initial diagnostics and troubleshooting of the failed UPS.</p> <p><b>17:17</b> - Service communication sent out.</p> <p><b>17:30</b> - Facilities team identify a phase fault within the failed UPS. Immediate mitigation works commence.</p> <p><b>17:45</b> - Service communication (Update 1) sent out.</p> <p><b>20:00</b> – Manufacturer’s UPS support engineer arrives and proceeds further troubleshooting, diagnostics and fault isolation task.</p> <p><b>20:14</b> - Service communication (Update 2) sent out.</p> <p><b>22:15</b> – Remediation work completed and UPS back online.</p> <p><b>22:20</b> – Phased power restoration to individual racks commences.</p> <p><b>23:21</b> – Power fully restored. Service communication (Update 3) was sent confirming this.</p>	
<b>How was it Fixed</b>	<p>The UPS affected consists of two independent modules providing N+1 resilience.</p> <p>The fault was isolated to module B and this was removed from service.</p> <p>Module A was brought back online restoring power to affected clients.</p>	

<b>Further Action Required</b>	Yes
<b>If yes, please specify</b>	<p>It is currently under investigation with the manufacturer of the UPS as to how an isolated fault on one of the independent modules of the UPS unit was able to create a condition where the second module also went off line.</p> <p>The failed module has been replaced and can be brought back into service.</p> <p>This will only commence once root cause has been established.</p>