

Service Level Issue Report – Horton D BDF12z switch failure

Name	Horton D BDF12z switch failure.
Description	Edge switch in wiring closet BDF12z software configuration corruption.
Time (Duration)	Wednesday Jan 11 2012 2237h switch failed. Thursday Jan 12 2012 1024h replacement switch on-line.
Impact	Data network to all sockets in Horton D floors 01 and 0 in the office wing (ending in 12z) was unavailable. About 25 connections to various Informatics staff and some other devices such as Salto locks and BMS controllers.
Scope	Fault call (RMS Ref WA120011).
Resolution	Replaced defective switch with one from IT Services replacement stock.
Root cause	Unknown. Wiring closet environment was a little dusty but temperature was ok. Can only assume some sort of software event caused some corruption which rendered the switch unusable. This model of switch (HP E2650B part code J4899B) has never failed in this way before. There are 200+ in service elsewhere and the rest are performing well, only other failures have been caused by overheating power supplies due to environment.
Root solution	Replacement of switch with brand-new item from stock of same model. Faulty switch replaced under warranty from HP. The "replacement stock" is stock that we keep for the purpose of fixing faults i.e. we are prepared for this type of fault. As all HP units have 'Lifetime Warranty' we do not pay a third party company to maintain them - apart from a couple in E60 and 02,10 - in theory we have suitable replacements if any model of switch fails.