

Service Level Issue Report - Richmond BDF3p switch failure

Name	Richmond BDF3p switch failure.
Description	Aggregation switch in wiring closet BDF3p internal flash memory failed.
Time (Duration)	Monday Jan 09 2012 0312h switch failed. Monday Jan 09 2012 1001h replacement switch on-line.
Impact	Data network to all sockets on Richmond Building Richmond Wing floors C and Mezz (ending in 3p) was unavailable. That's probably about 160 or so staff in the Hub (front and back office) Finance cashiers and a few other devices such as intercoms, wireless basestations and so on.
Scope	Not aware of time call made to ICT Servicedesk (fault call REF: WA090001).
Resolution	Replaced defective switch with one from IT Services replacement stock.
Root cause	Unknown. Wiring closet environment was acceptable. Electronic components do fail now and again so assume this was just an unusual failure. This model of switch (HP E3500yl-24G part code J8692A) has never failed in this way before. We have 40 in service and the rest are performing well.
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.