

University of Colorado UIS Incident Report

Date of Incident: 03/15/13

Time of Incident: Approximately 8:39 – 9:20

Duration of Incident (Hours/Minutes): 41 Minutes

Services Affected: All Enterprise applications serviced from Hosting.com

What Happened:

At approximately 8:39 this morning a problem occurred with commodity Internet connectivity provided to CU UIS via Hosting.com (not an FRGP link). Routing between the Hosting.com IP address space and various Tier one Internet providers was impacted. This was an issue in the public Internet, which had the potential to effect connectivity from any Internet location (campus' included) to UIS Internet facing services from Hosting.com.

How the incident was resolved:

The Tier one Internet providers resolved this issue through their routing protocols.

What we will do to prevent another occurrence of this problem:

A new Internet link from Hosting.com through FRGP has been installed. UIS is in the process of testing and migrating services to this link.