

IT major incident – 8 Feb 2021

The Digital Delivery Group heard a summary of the major incident the Trust declared on 08 Feb during Month 11

Incident Summary

The event lasted for approximately two and a half hours on Monday 8 Feb 2021 between 12:00 midday and 14:30.

The I.T. help desk received many calls and after a brief period of investigation the department declared a IM&T Serious Incident. This was communicated to the Operational Control Team and BCP's were invoked. The Trust declared a Critical Internal Incident based on ICT Service Outage soon afterwards. The issue was resolved shortly after 14:20. Following testing and confirmation of network stability IM&T stepped down their Serious Incident status at 15:55. At approximately 16:00 the Trust stepped down from the Critical Internal Incident.

Impact

- The primary switchboard software was unavailable meaning they reverted to the failback system.
- Most applications (clinical and non-clinical) became unavailable.
- Staff were unable to log-on if not already connected.
- Remote access was unavailable to off-site workers.
- Staff lost access to network drives (personal and shared).
- The corporate wireless network was unavailable affecting wireless telephones and mobile devices (iPads and iPods for bedside observations, board papers etc.).
- Internet browsing was not possible for corporate staff, but public Wi-Fi remained available.

Root Cause

Initial investigations suggested a hardware issue with “supervisor cards” in the two main network core switches however following a forensic investigation carried out by a third-party supplier that was updated. A configuration change made by an I.T. staff member, following advice from NHS-Digital, may have contributed to the incident. An internal investigation with the involvement of HR has taken place.

Recommendations

- Completion of an internal investigation with HR involvement with suitable outcomes taken by the end of Feb 2021 (Complete)
- Internal review of communications within the department considering agile and home working practises by the end of Feb 2021 (Complete)
- Clarification and re-communication of change management processes across the department by 19 Feb 2021 (Complete)
- Off-site storage of key network documentation to improve availability in the event of a loss of access internally by end of Mar 2021 (Ongoing)
- KPI metrics to be developed to monitor effectiveness of the change control process by Apr 2021 (Ongoing)

