

APPENDIX a

CNH Major Incident Timeline

Friday 30th January 2015

11:30 - Mark Barringer (MB) was texted by John Mayes (JM) who had himself been contacted by security regarding a 'PSU fault' at CNH

11:45 – MB and Paul Hunt-Deol visited CNH and noticed water ingress from above and standing water on the floor. A8 rack powered off.

11:50 – MB contacted JM via text to update on situation. MB also contacted security to update on situation.

11:55 – Jon Holgate (JH) contacted and informed of situation.

12:00 – JH informs Bob Franklin (BF), Gordon Ross and David McBride of situation. JH also informs Ian Cooper on exit of RNB, who offers to be the point of contact for the incident.

12:15 – JH and John Carter (JC, Kier Construction) reach CNH to find the water ingress has ceased but a considerable amount of standing water. A brief discussion took place, and concern of standing water and live electrics made the environment a significant health & safety risk.

12:18 – BF contacts Janet to alert them of the risk to service downtime.

12:20 – Kier contractors arrived with water 'vacuum cleaner' and cleaning mops etc.

12:45 – UIS staff allowed entrance into the room to perform detailed drying of racks and equipment. Network Installations and JM have arrived at this time.

13:45 – Detailed cleaning and drying of room completed. The distribution board had both PDU strips for rack A8 tripped off. A decision was made to remove the two PDUs and replace with two spares kept on site.

13:55 – New PDUs installed and powered on successfully. A8 network switch powered on successfully and verified by RCF.

14:00 – Site deemed 'recovered' and all staff leave.