

# Incident Report

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Incident Title: Outage on NG cluster

Incident Report Author: B. ten Dolle

Issue Date: 15/05/17

Incident Log Number: 014

Severity Level: High

Incident Start Date & Time: 12/05/17 17:30 CET

Incident End Date & Time: 12/05/17 23:20 CET

Total Outage Duration: short interruptions since within the period

Affected Service(s): NG websites

Affected Partner(s): All customers using NG service

## Incident Overview:

The NG websites were offline.

## Impact (“Street” Effect & SLA impact):

All Linux NG websites were not accessible.

## Root Cause Explanation

Service HTTPD down

## Long Term Solution:

Monitoring the situation more closely.