

DEVELOPMENT BOARD UPDATE: 17
RE: Service Interruption Notification

FAO: Kevin Eastwood
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You are receiving this email circular because you are listed as a key contact involved with your organisations Neighbourhood Alert system including senior administrators and members of the Practitioner's Group. If you feel you should not be on this list, please contact support@neighbourhoodalert.co.uk and I will remove you.

Dear Kevin,

Website Service Interruption

Between the hours of 10:00 and 12:00 Sunday 10th October 2016 we had a scheduled system upgrade which we anticipated would actually be completed within around 4 hours without interruption to service.

What we are doing?

In order to increase our cyber risk prevention, we upgraded our firewalls to the very latest specification Checkpoint devices which are [CPA approved](#). This is in addition to our existing Cyber Essentials plus accredited infrastructure.

What went wrong?

The new firewalls had been preconfigured with all the settings we had been advised to set up, but soon after the transfer it became apparent that further manual configuration was required in order for each of our many sites to be reactivated. Our server manager made the decision to undertake the configuration during Sunday rather than swap back to the old firewalls which would have taken several hours to do.

What's the impact?

It impact of this incident is that your Alert site was offline on Sunday 9th October for up to three hours between the hours of 10:00 and 23:00.

Message Delivery: System checks indicate that all messages were delivered as required during Sunday, but if you had messages that were scheduled to be sent during this time, **please check the delivery report** to ensure there were delivered as expected. If you notice any message reports indicating zero recipients, please notify us ASAP.

Sorry

We are very sorry about the interruption to the service. Our technical team did everything possible to rectify the situation as quickly as possible. We undertake this type of work during the early hours and mostly on low usage weekend days just in case the work does not go to plan. In this case, this policy has hopefully reduced the impact on your service. The good news is that the best rated and most secure firewalls are now fully operational and protecting the entire Alert network.

Please do not hesitate to contact me if you would like any further information regarding this incident.

Best regards

Mike Douglas

Director: Neighbourhood Alert Project

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