

# Network Incident Report

INC-2026-0001 | Generated 26 Jun 2026 01:53

Ref	INC-2026-0001	Severity	Critical
Status	Resolved	Category	Hardware Failure
Reported by	Nelson Ocloo	Assigned to	BorderIT NOC Team
Location	Techiman HQ, Server Room 1	Affected systems	All users, VLAN 10, VLAN 20, Internet gateway
Start time	2026-06-25T09:15	End time	2026-06-25T11:45

## Description

Core Cisco Catalyst 3850 switch lost power unexpectedly causing complete loss of connectivity.

## Root Cause Analysis

Power surge from UPS unit UPSQ-01. Faulty capacitor identified on the UPS board.

## Resolution / Actions Taken

Replaced faulty UPS unit. Switch restored. All services verified operational by 11:45.

## Incident Timeline

Timestamp	Action	Actor	Note
2026-06-26 01:53	Incident created	Nelson Ocloo	Core Cisco Catalyst 3850 switch lost power unexpectedly causing complete loss of connectivity.
2026-06-26 01:53	Status → Resolved	BorderIT NOC Team	Replaced faulty UPS unit. Switch restored. All services verified operational.
2026-06-26 01:53	Note added	Nelson Ocloo	Initial report received. Dispatching NOC team to server room.
2026-06-26 01:53	Note added	NOC Team	Identified faulty UPS on rack 3. Bypassing to direct mains.
2026-06-26 01:53	Note added	NOC Team	Switch rebooted successfully. All VLANs and services verified.