SLAC Losses of Internet Presence

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For the ESCC Jan 2011, Baton Rouge

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U.S. DEPARTMENT OF ENERGY | Office of Science

Each outage is different

Different causes:
- Earthquake
- Security intrusion
- Storm related power outage
- Electrical power infrastructure

Different impacts
- Area affected
  - Computer building
  - Site wide
  - Area wide
  - Regional
- Timing
  - Day or night / business or non-business hours
  - Increased IT dependencies increase impact

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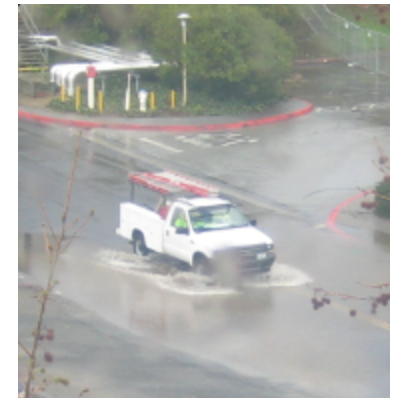
Before the Any Outage

- Maintain paper copies of procedures and contact information for critical contacts
- Establish a phone bridge for on-site / off-site coordination
- Establish a situation control area with power, phones with long distance access, white board, WiFi, and printing capability
- Prioritize restoration of services taking careful notice of dependencies
- Power outages
  - Unplug and label decommissioned hosts to prevent auto restart
  - Coordinate outage procedures with the facilities staff
  - Monitor UPS/MG including auto-generation & distribution of alerts
  - Provision flashlights/headlamps, etc. since emergency lighting has limited lifetime
- Ensure appropriate funding for coffee (am) and pizza (anytime)

Internet Presence Related

- Establish offsite status phone for IT users
  - Print number on badges?
  - Establish authority to record/approve messages
  - Update regularly
- Update DNS to offsite web server (test!)
- Contact list with alternate email and IM (update!)
- Notify ESnet ☺ plus other comm service providers of outages
- All hands email when possible

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Summary

- Documentation: updated & available multiple ways
- Dependencies: Eliminate; Document unavoidable
- Services:
  – Prioritize servers for usage of UPS/MG in power outages
  – Prioritize restart including dependencies
- Communications:
  – Call in phone conferences (techies & policy),
  – Contact lists – Lab Mgmt, Facilities, Communications, etc.
  – Alternate email/IM ids for critical contacts (technical)
  – Mobile phone numbers
  – Well known status phone numbers for users
  – Don't forget service providers as well as users
  – Establish and maintain offsite proxies (e. g. web server)

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