

To: Headteachers of Lancashire maintained
Nursery, Primary, Secondary, Special Schools
and Short Stay Schools

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Your ref:

Our ref: LGfL Service Outage

Date: 14th June 2010

Dear Colleague

LGfL SERVICE OUTAGE - UPDATE

I would like to apologise for the inconvenience caused by disruption to the LGfL service last week.

There were some initial teething problems due to the introduction of the new filtering service over half-term but these were relatively minor. Despite careful planning some minor level of disruption was anticipated due to the complexity of the changes.

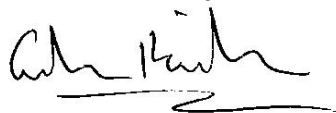
The loss of service for about an hour on Tuesday morning and for most of Friday was caused by a problem affecting both firewalls. This incident was treated very seriously and all available technical support was deployed to try and resolve the situation as a matter of urgency. The problem was finally resolved by completely rebuilding both firewalls, which Corporate IT engineers completed on Saturday afternoon. The service is now fully restored.

Because we understand how vital the LGfL services are to schools, the LGfL data centre has been designed in a resilient way so that should a piece of equipment fail the service would normally continue to run on remaining or backup equipment. Under normal circumstances, if one of the firewalls failed, the service would continue to run on the second firewall whilst the problem was resolved. In this instance the problem affected both firewalls simultaneously, resulting in the unavailability of the usual resilience and consequent failure of this essential element of the service.

At the earliest opportunity there will be a high-level review of the recent problems in order to ensure that lessons are learned from this outage and that any steps that can be taken to reduce the possibility of this recurring are implemented. We will also take this opportunity to review all LGfL services to see if additional resilience can be built in to the data centre.

I would like to take this opportunity to reassure you that the impact on schools of an outage such as this is fully appreciated and that we will take all measures possible to reduce the risk of a recurrence.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Graham Fielden', with a long horizontal flourish underneath.

Graham Fielden
Senior Adviser/ICT Team Leader