NETWORK TROUBLESHOOTING ARCHITECTURE DOCUMENT

IT Network Systems Administration

POST-SECONDARY

1 COMPETITION SCENARIO

You are a junior network administrator who has been working for MidCorp for the last several months. MidCorp has just been acquired by UltraCorp and the technical teams are hard at work merging the two environments despite the general lack of documentation. While in the process of making some network changes late last night, the senior network administrator of UltraCorp seems to have accidentally broken several things without informing anybody of what she was doing. Her vacation starts today, and she is unreachable by phone or email. Your job is to examine user requests and alerts from the network monitoring system to resolve the issues that have arisen.

As these incidents are significant in both volume and severity, you have also been asked to fill out an incident report that can be presented to your technical lead for further analysis. Multiple incident report pages will be required as there are more than 5 network access incidents. Each incident should have a single identified resolution.

In addition, you have a brief meeting scheduled with your technical lead this afternoon where you must defend your actions taken to resolve these incidents to ensure that no further harm was done to the environment and that your actions were appropriate given the nature of the identified problems.

Examples of the ticket format and the incident reporting form are provided on pages 3 and 4 of this document respectively.

2 SCENARIO NOTES

2.1 As MidCorp is heavily reliant upon public cloud SaaS applications, the primary business priority is that all clients have reliable internet access at all times.

2.2 Ensure that you consider business best practices; the easiest solution may not be the best one within a production environment.

2.3 Note that Section 7 of the Contest Description specifies no internet access, but this has been revised; competitors will have access to the internet for the duration of this project.

3 COMPETITION TOPOLOGY
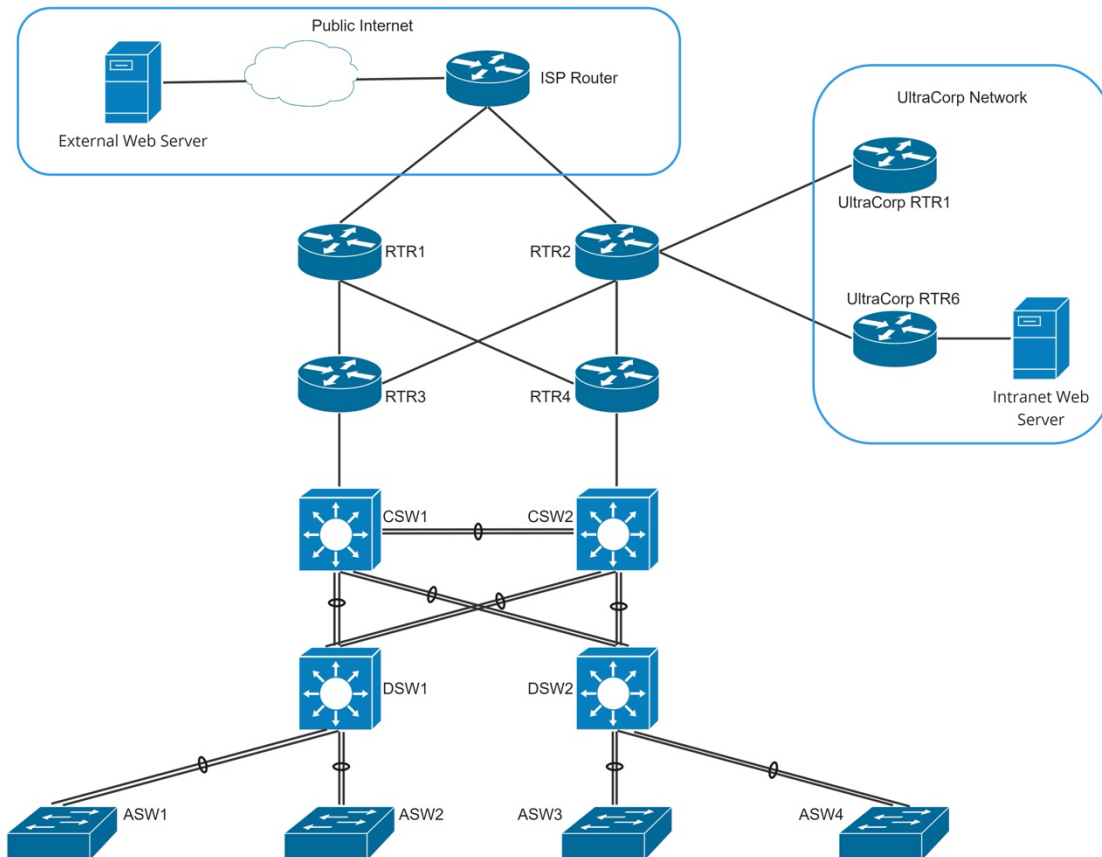
4 TOPOLOGY NOTES

4.1 All necessary passwords are **Password1**
4.2 You have no management access to any devices owned by UltraCorp or the ISP.
4.3 You have direct access to all MidCorp devices via a direct console connection.
4.4 All addressing is static and assumed to be correct. You will not need to change client or server addressing to complete any tasks.
4.5 No significant underlying changes within the environment (installing new network hardware, changing or adding VLANs, cabling changes, etc.) will be required to resolve any incidents.

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Network Issue – HELP!

Jim Andrews reported 16 minutes ago via Email

To: helpdesk@midcorp.ca

Details | Related tickets | Tasks | Assets | Associations | Responders | Activities

Hi everyone,

Can you please fix this? I am unable to connect to the internet. I think everybody else on floor 1 is having the same problem.

Please advise.

Jim Andrews | Finance Manager
MidCorp Incorporated

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Connection problem

Gerald Miller reported 21 minutes ago via Email

To: helpdesk@midcorp.ca

Details | Related tickets | Tasks | Assets | Associations | Responders | Activities

Good morning

My computer is not connecting to the network and has the weird crossed out globe icon in the corner of the screen.

I am unable to access anything and this is a big problem.

Gerald Miller | Accountant
MidCorp Incorporated

MIDCORP TECHNICAL INCIDENT REPORTING FORM

REPORTER: _____

STATION ID: _____

SECTION 1: PROVIDE A BRIEF DESCRIPTION OF THE PROBLEM

Network Connectivity Problems _____

SECTION 2: LIST ALL ROOT CAUSES OF THE PROBLEM

1. _____
2. _____
3. _____
4. _____
5. _____

SECTION 3: LIST ALL RESOLUTIONS AND ACTIONS TAKEN AS RELATED TO EACH IDENTIFIED ROOT CAUSE IN SECTION 2

1. _____
   _____
   _____

2. _____
   _____
   _____

3. _____
   _____
   _____

4. _____
   _____
   _____

5. _____
   _____
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