NETWORK ARCHITECTURE DOCUMENT

# IT Network Systems Administration

POST-SECONDARY

COMPETITOR NAME: _____

COMPETITOR PROVINCE: _____

# 1 COMPETITION SCENARIO

Having completed the morning project, you return from lunch to find several **urgent support tickets** in the helpdesk system. According to notes left in the internal chat logs, the senior network administrator at UltraCorp was **performing unscheduled changes** this morning — and has since **left for vacation** with no handover or documentation.

Unfortunately, several key services are now broken or unreachable, and end-users are growing impatient. You've been tasked with responding to these incidents before the end of the day.

Your role is to **diagnose and resolve issues** across the MidCorp environment using only the access and information available to you. All tickets are tied to business-critical services, so while quick fixes may work in the short term, your final solutions **must reflect real-world best practices** and be ready for long-term use.

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 later this afternoon for further analysis. Each incident must have a single identified root cause and resolution. Ensure that you consider business best practices; the easiest solution may not be the best one within a production environment.

# 2 REQUIRED DOCUMENTATION

You must hand in the following documentation in a Microsoft Word-compatible format:

1. The document must be titled **NET-TSHOOT-[PROVINCE]-[NAME]**
2. 2 labeled screenshots per ticket (12 screenshots total)
    a. 1 screenshot demonstrating successful ticket resolution by showing the output of the relevant 'show' command
    b. 1 screenshot showing the command that resolved the issue

You must also hand in this paper document with the last page filled out and your name and province written on the cover.

## 3   COMPETITION TOPOLOGY – MAIN CAMPUS NETWORK
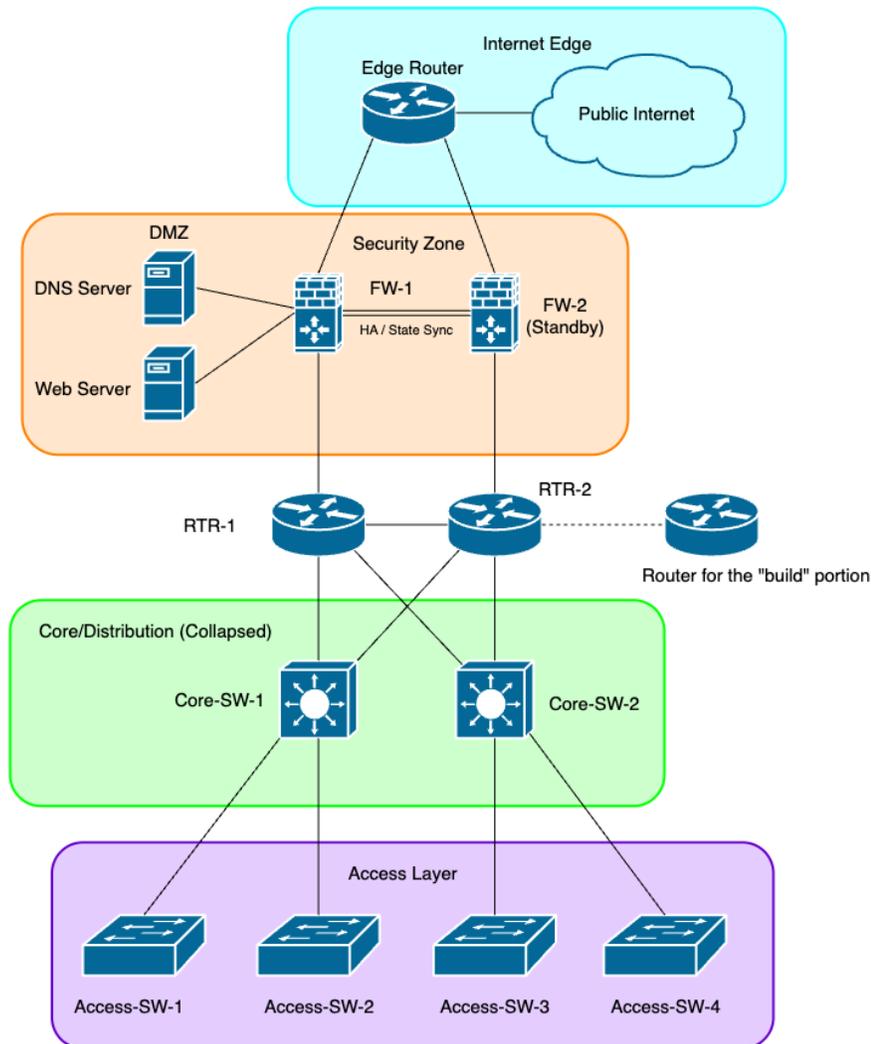


## 4   TOPOLOGY NOTES

**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**   No dynamic route-sharing between MidCorp and UltraCorp has been approved.
**4.5**   All client and addressing is static and can be assumed to be correct. You will not need to change any client or server addressing to resolve any incidents.
**4.6**   No significant underlying changes within the environment (installing new network hardware, changing or adding VLANs, cabling changes, etc.) will be required.
**4.7**   Due to simulation limitations, all websites are available via HTTP only

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## Network Access is bad

Adrian Chand reported 19 minutes ago via Email

**To:** helpdesk@midcorp.ca

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

Hi team,

Is www.skillscanada.ca down for you guys? Our floor can't seem to access it.

Thanks!

Workstation: Client 1

**Adrian Chand | Accountant**
MidCorp Incorporated

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## I can't connect to the internet

Cathy Burtini reported 15 minutes ago via Email

**To:** helpdesk@midcorp.ca

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

www.skillscanada.ca is down for everyone in my office area, can this get fixed immediately please?

Workstation: Client 2

**Cathy Burtini | Operations Manager**
MidCorp Incorporated

# MIDCORP TECHNICAL INCIDENT REPORTING FORM

SECTION 1: LIST ALL ROOT CAUSES DISCOVERED (1 PER TICKET)

INC-2001 _____

INC-2002 _____

SECTION 2: LIST ALL ACTIONS TAKEN TO RESOLVE EACH TICKET

INC-2001 _____

_____

_____

INC-2002 _____

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PROBLEM SOLVING      DIGITAL      WRITING