

Interviews

Sarah

About

- Employee
- Describes challenges she has recently faces with Nexora network and web server.

Notes

- Network Slow
- Affects productivity
- Tasks such as sending and email or accessing files take longer than they should
- Webserver was working one day and then stopped the next
 - No one could access it
- Lots of disruption
- Access to workday & benefits are inconsistent and sometimes does not load

John Carter

About

- Employee | Junior Network Engineer
- Update on his observations regarding the network issues
- Started 1 Week ago

Notes

- Noticable slowdown on network
- webpages taking much longer to load than usual
- Users reported difficulty accessing services
 - Few cases service unavailable errors

- Sudden spike of traffic from a range of IP Addresses that do not typically interact with the network
- Bandwidth usage unusally high
 - No increase in legitimate user activity
- Possibility of more down time & performace issues

Oberservations

- Increase Network Traffic
- Slow and unresponsive web traffic and devices
- Productivity lowered
 - Denial of service by increasing network traffic to a point of inusability

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