



# Spook Incident Report

## Water Ingress AC 3&4 – 28/09/2009

Please note Spook received the following alerts:

- ABC Company Spook Alert High alarm triggered on Spook Node 2 (ABC Company Node 2\_Guernsey Water Air Con 3/4) 28/09/2009 04:09:18 Value - High\_72,% (High=50,Low=2)

### Sensor Summary:

Sensor Increase:	03:32 Hours
Sensor Alarm:	04:09 Hours
Sensor Peak:	75%
Sensor receded under "High" of 50%	06:29 Hours
Sensor returned to normal reading:	07:31 Hours

### Location of Sensor:

ABC Company Node 2 – Drawing Not To Scale

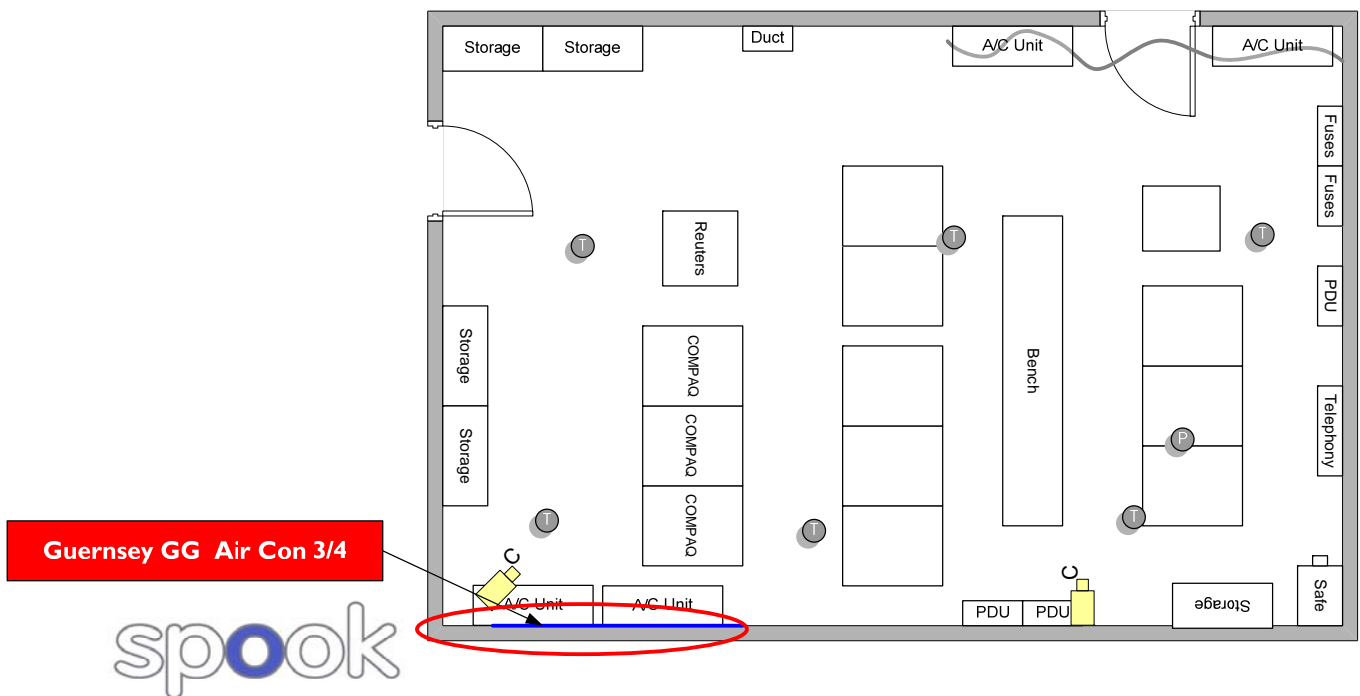


Chart 1 - Trend of Water Sensor:

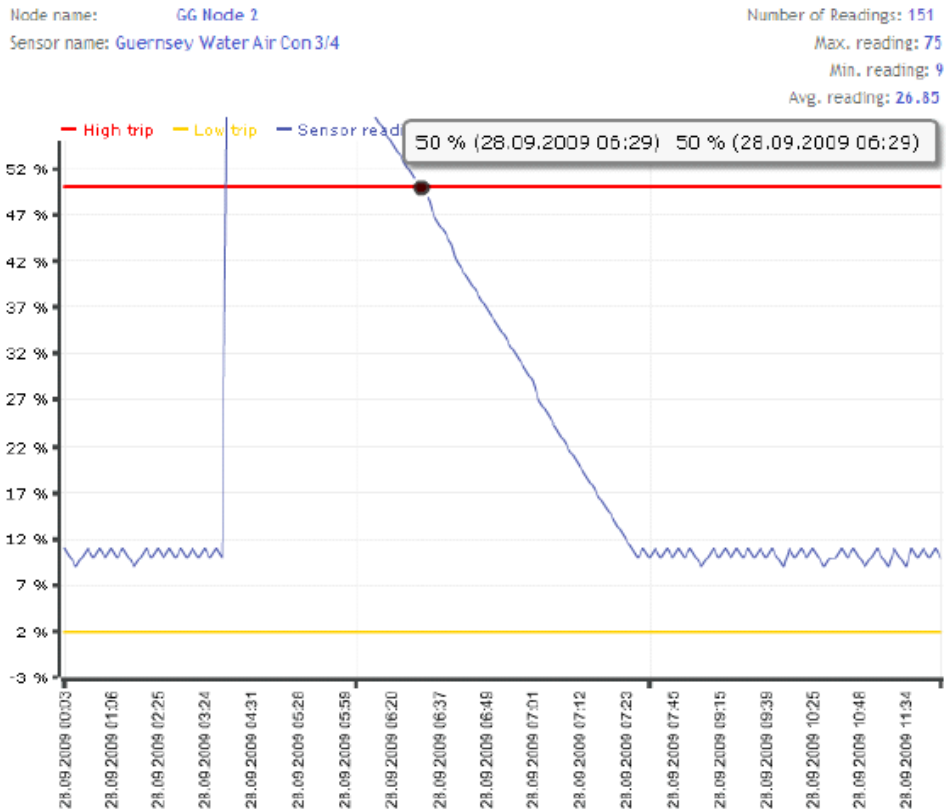
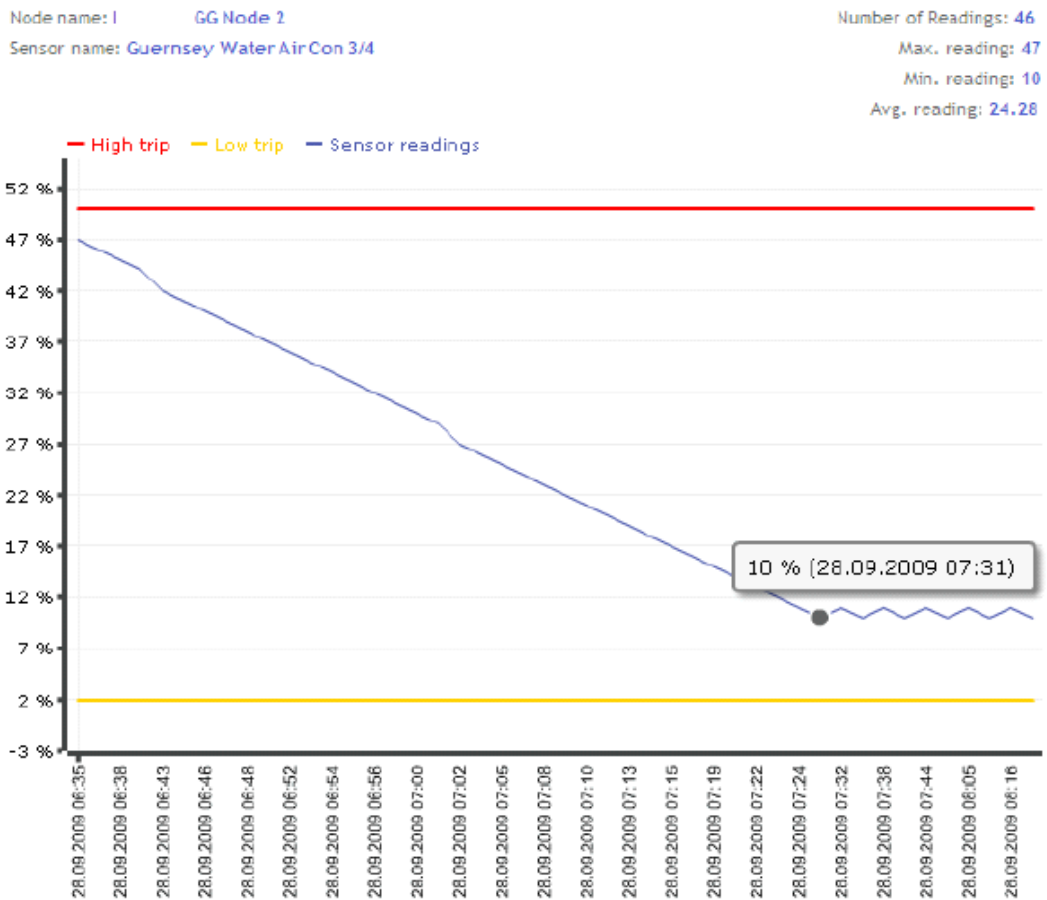


Chart 2 – 2 hour chart of incident:



Time range: 28.09.2009 06:35 - 28.09.2009 08:18

**Spook Console View 07:00 hours:**

**Alarm Audit Log:**

ABC Company Spook Alert High alarm triggered on Spook Node 2 (ABC Company GG Node 2\_Guernsey Water Air Con 3/4) 28/09/2009 04:09:18 Value - High\_72,% (High=50,Low=2) Stage-2 28/09/2009 04:09:19

Email sent to ABCCompany -al-sms@mail.sms2email.com 28/09/2009 04:09:19  
Email sent to allastair.lee@ ABCCompany.com ABCCompany GG Node 2 28/09/2009 04:09:19  
SMS sent to ABCCompany-jb-sms 28/09/2009 04:09:19  
Email sent to ABCCompany-jb-sms@mail.sms2email.com 28/09/2009 04:09:19  
Email sent to jason.bishop@ABCCompany.com ABCCompany GG Node 2 28/09/2009 04:09:20  
SMS sent to ABCCompany-ml-sms 28/09/2009 04:09:20  
Email sent to ABCCompany-ml-sms@mail.sms2email.com 28/09/2009 04:09:20  
Email sent to mark.lebrocq@ABCCompanytrust.com ABCCompany GG Node 2 28/09/2009 04:09:21

ABC Company Spook Alert High alarm triggered on Spook Node 2 (ABC Company GG Node 2\_Guernsey Water Air Con 3/4) 28/09/2009 04:19:41 Value - High\_75,% (High=50,Low=2) Stage-3 28/09/2009 04:19:41

SMS sent to ABCCompany-al-sms 28/09/2009 04:19:41  
Email sent to ABCCompany-al-sms@mail.sms2email.com 28/09/2009 04:19:41  
Email sent to allastair.lee@ABCCompany.com ABCCompany GG Node 2 28/09/2009 04:19:41  
SMS sent to ABCCompany-jb-sms 28/09/2009 04:19:42  
Email sent to ABCCompany-jb-sms@mail.sms2email.com 28/09/2009 04:19:42  
Email sent to jason.bishop@ABCCompany.com ABCCompany GG Node 2 28/09/2009 04:19:42  
SMS sent to ABCCompany-ml-sms 28/09/2009 04:19:43  
Email sent to ABCCompany-ml-sms@mail.sms2email.com 28/09/2009 04:19:43  
Email sent to mark.lebrocq@ABCCompanytrust.com ABCCompany GG Node 2 28/09/2009 04:19:43

ABCCompany Guernsey Spook Alert High alarm triggered on Spook Node 2 (ABCCompany GG Node 2\_Guernsey Water Air Con 3/4) 28/09/2009 04:30:03 Value - High\_75,% (High=50,Low=2) Stage-4 28/09/2009 04:30:04

Watchdog active 28/09/2009 04:30:04  
Email sent to ABCCompany-al-sms@mail.sms2email.com 28/09/2009 04:30:04  
Email sent to allastair.lee@ABCCompany.com ABCCompany GG Node 2 28/09/2009 04:30:04  
SMS sent to ABCCompany-jb-sms 28/09/2009 04:30:05  
Email sent to ABCCompany-jb-sms@mail.sms2email.com 28/09/2009 04:30:05  
Email sent to jason.bishop@ABCCompany.com ABCCompany GG Node 2 28/09/2009 04:30:05  
SMS sent to ABCCompany-ml-sms 28/09/2009 04:30:05  
Email sent to ABCCompany-ml-sms@mail.sms2email.com 28/09/2009 04:30:05  
Email sent to mark.lebrocq@ABCCompanytrust.com ABCCompany GG Node 2 28/09/2009 04:30:06

ABC Company Spook Alert Lowering of High alarm triggered on Spook Node 2 (ABC Company GG Node 2\_Guernsey Water Air Con 3/4) 28/09/2009 06:31:35 Value - Lowering of High\_49,% (High=50,Low=2) Stage-5 28/09/2009 06:31:36

SMS sent to ABCCompany-al-sms 28/09/2009 06:31:36  
 Email sent to ABCCompany-al-sms@mail.sms2email.com 28/09/2009 06:31:36  
 Email sent to allastair.lee@ABCCompany.com ABCCompany GG Node 2 28/09/2009 06:31:36  
 SMS sent to ABCCompany-jb-sms 28/09/2009 06:31:36  
 Email sent to ABCCompany-jb-sms@mail.sms2email.com 28/09/2009 06:31:36  
 Email sent to jason.bishop@ABCCompany.com ABCCompany GG Node 2 28/09/2009 06:31:37  
 SMS sent to ABCCompany-ml-sms 28/09/2009 06:31:37  
 Email sent to ABCCompany-ml-sms@mail.sms2email.com 28/09/2009 06:31:37  
 Email sent to mark.lebrocq@ABCCompanytrust.com ABCCompany GG Node 2 28/09/2009 06:31:38

**SMS Audit:**

Please note SMS messages were not successfully delivered to 07781132642. The message indicates the SMS was successfully sent to the recipient's mobile network provider but not successfully delivered to the recipient.

Spook	447797723321	Lowering of High alarm- Stg 5Guernsey Water Air Con 3/4=49% (High=50,Low=2) 28/09/2009 06:31:37	GG Node 2 28-09-09 06:32:15	Delivered	<a href="#">Detail</a>
Spook	447781132642	Lowering of High alarm- Stg 5Guernsey Water Air Con 3/4=49% (High=50,Low=2) 28/09/2009 06:31:36	GG Node 2 28-09-09 06:32:14	Sent	<a href="#">Detail</a>
Spook	447781101184	Lowering of High alarm- Stg 5Guernsey Water Air Con 3/4=49% (High=50,Low=2) 28/09/2009 06:31:36	GG Node 2 28-09-09 06:32:14	Delivered	<a href="#">Detail</a>
Spook	447797723321	High alarm-1 Water Air Con 3/4=75% (High=50,Low=2) 28/09/2009 04:30:05	GG Node 2 Stg 4Guernsey 28-09-09 04:30:13	Delivered	<a href="#">Detail</a>
Spook	447781132642	High alarm-1 Water Air Con 3/4=75% (High=50,Low=2) 28/09/2009 04:30:05	GG Node 2 Stg 4Guernsey 28-09-09 04:30:12	Sent	<a href="#">Detail</a>
Spook	447781101184	High alarm- Water Air Con 3/4=75% (High=50,Low=2) 28/09/2009 04:30:04	GG Node 2 Stg 4Guernsey 28-09-09 04:30:12	Delivered	<a href="#">Detail</a>
Spook	447797723321	High alarm- Water Air Con 3/4=75% (High=50,Low=2) 28/09/2009 04:19:43	GG Node 2 Stg 3Guernsey 28-09-09 04:23:04	Delivered	<a href="#">Detail</a>
Spook	447781132642	High alarm- Water Air Con 3/4=75% (High=50,Low=2) 28/09/2009 04:19:42	GG Node 2 Stg 3Guernsey 28-09-09 04:23:03	Sent	<a href="#">Detail</a>
Spook	447781101184	High alarm- Water Air Con 3/4=75% (High=50,Low=2) 28/09/2009 04:19:41	GG Node 2 Stg 3Guernsey 28-09-09 04:23:03	Delivered	<a href="#">Detail</a>

Spook	447797723321	High alarm- GG Node 2 Stg 2Guernsey Water Air Con 3/4=72% (High=50,Low=2) 28/09/2009 04:09:20	28-09-09 04:09:58	Delivered	Detail
Spook	447781132642	High alarm- GG Node 2 Stg 2Guernsey Water Air Con 3/4=72% (High=50,Low=2) 28/09/2009 04:09:19	28-09-09 04:09:58	Sent	Detail
Spook	447781101184	High alarm- GG Node 2 Stg 2Guernsey Water Air Con 3/4=72% (High=50,Low=2) 28/09/2009 04:09:19	28-09-09 04:09:58	Delivered	Detail

**Spook Support Summary:**

Spook received a series of water alerts for Air Con units 3&4 in the Guernsey data centre. Spook contacted by land line at 04:12 hours Allastair Lee and ensured he was in safe receipt of the alert. Allastair Lee asked Spook Support to review matters and if the incident did not indicate a “drying out” of the sensor in the next scheduled alerts in 10 minutes and 20 minutes time we were to contact him again with a view to investigating matters.

The sensor did recede indicating a “drying out” of the water leak and Spook Support tracked the activity of the sensor during the period between the alert and the return to normal. Spook Support called Allastair Lee at 07:30 hours to explain the sensor had returned to normal.

Upon investigation by ABC Company a water leak had occurred from the pump to the air conditioning units. Maintenance staff were contacted to deal with the situation.

- END -

**Kind Regards**

Admin Team

**spook limited**

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