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ADWMSG

NATIONAL ADMINISTRATIVE MESSAGE FOR NWS  
NATIONAL WEATHER SERVICE HEADQUARTERS WASHINGTON DC  
340 PM EST FRI FEB 20 2004

TO: NOAA WEATHER WIRE SERVICE /NWS/ SUBSCRIBERS AND NWS EMPLOYEES

FROM: BGEN DAVID L. JOHNSON  
ASSISTANT ADMINISTRATOR...NATIONAL WEATHER SERVICE

SUBJECT: NWS OUTAGE JANUARY 25 - 26 2004

THE NWS C-BAND BROADCAST EXPERIENCED A 28 HOUR OUTAGE FROM 1030 AM  
JANUARY 25 2004 UNTIL 230 PM JANUARY 26 2004.

THE OUTAGE WAS CAUSED BY THE NWS PRIVATE NETWORK NOT BEING PROPERLY  
ISOLATED FROM THE LOCAL AREA NETWORK /LAN/ OF THE HOST FACILITY /COMPUTER  
SCIENCES CORPORATION [CSC]/ BUILDING LAN.

NWS AND CSC HAVE TAKEN THE FOLLOWING STEPS TO CORRECT THE PROBLEM AND  
ENSURE AN OUTAGE OF THIS NATURE WILL NOT HAPPEN AGAIN:

1. REMOVED THE OFFENDING TERMINAL FROM THE CSC INTERNAL LAN AND BLOCKED  
ALL ACCESS FROM CSC INFORMATION TECHNOLOGY TO THE NWS PRIVATE LAN.
2. SEGMENTED OTHER NODES ON THE NWS PRIVATE LAN.
3. CSC HAS COORDINATED ALL PROPOSED NWS SPECIFIC CHANGES WITH NWS IN THE  
PAST. THIS WILL BE EXPANDED TO INCLUDE ALL CONFIGURATION CHANGES WHICH  
MAY IMPACT NWS.
4. INSTALLED A WEB SERVER ON THE NWS PRIVATE LAN TO MONITOR THE NETWORK  
FROM WITHIN.
5. ENSURE THE CSC PROGRAM OFFICE...SPECIFICALLY A NWS ENGINEER...IS  
PRESENT DURING ANY INFORMATION TECHNOLOGY RE-CONFIGURATIONS OF THE CSC  
INTERNAL OR BUILDING LAN.
6. COORDINATE AND UPDATE POINTS OF CONTACT LISTS FOR CSC AND COUNTERPARTS  
WITH NWS.
7. REVIEW ALL CSC PROCESSES FOR DESKTOP MONITORING OF THE NWS NETWORK BY  
ENGINEERING AND THE NWS NETWORK MANAGEMENT AND OPERATIONS CENTER.
8. PROCURE A SINGLE POINT OF FAILURE MODEM CARD FOR SPARE INVENTORY.
9. INSTALL A LAN SNIFFER ON THE NWS PRIVATE LAN...TO IDENTIFY FUTURE  
ATTEMPTS TO HOOK UP A NON-AUTHORIZED TERMINAL.
10. INVESTIGATE WITH APPROPRIATE HARDWARE VENDORS...POTENTIAL SOFTWARE  
MODIFICATIONS TO NWS PRIVATE LAN SERVERS/ROUTERS TO INDICATE OR ALERT WHEN  
RESOURCE THRESHOLDS ARE EXCEEDED.

IF YOU HAVE ANY QUESTIONS...YOU MAY CONTACT:

MARTIN BARON  
NWWS PROGRAM LEADER  
NWS HEADQUARTERS  
SILVER SPRING MD  
PHONE: 301-713-0644 X 137

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AT /USE LOWER CASE LETTERS/:

[HTTPS://WWW.WEATHER.GOV/NOTIFICATION/ARCHIVE](https://www.weather.gov/notification/archive)

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