

NOUS29 KWBC 202040
ADWMSG

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

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

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

SUBJECT: NWWS OUTAGE JANUARY 25 - 26 2004

THE NWWS 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 NWWS 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 NWWS PRIVATE LAN.
2. SEGMENTED OTHER NODES ON THE NWWS PRIVATE LAN.
3. CSC HAS COORDINATED ALL PROPOSED NWWS SPECIFIC CHANGES WITH NWS IN THE PAST. THIS WILL BE EXPANDED TO INCLUDE ALL CONFIGURATION CHANGES WHICH MAY IMPACT NWWS.
4. INSTALLED A WEB SERVER ON THE NWWS PRIVATE LAN TO MONITOR THE NETWORK FROM WITHIN.
5. ENSURE THE CSC PROGRAM OFFICE...SPECIFICALLY A NWWS 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 NWWS NETWORK BY ENGINEERING AND THE NWWS NETWORK MANAGEMENT AND OPERATIONS CENTER.
8. PROCURE A SINGLE POINT OF FAILURE MODEM CARD FOR SPARE INVENTORY.
9. INSTALL A LAN SNIFFER ON THE NWWS 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
NWS PROGRAM LEADER
NWS HEADQUARTERS
SILVER SPRING MARYLAND
PHONE: 301-713-0644 X 137

NATIONAL ADMINISTRATIVE MESSAGES ARE ONLINE AT /USE LOWER CASE/:

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

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