

NIC Indiana – Service Outage - Incident Report

Incident Report – Tuesday October 19, 2021

DIVISION: NIC INDIANA – TECHNICAL OPERATIONS
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Incident: Disruption of service for www.in.gov on 10/19/2021 from 11:24PM – 11:40PM

Incident Summary: Expedient's security appliance detected an attempted DDOS attack against www.in.gov (208.40.244.65). As the attack volumes passed a predetermined threshold their security appliance automatically attempted to mitigate the attack by blackholing our IP address. This resulted in a temporary disruption of service for www.in.gov

Timeline: www.in.gov was down from 11:24PM – 11:40PM on 10/19/2021

Planned Downtime: None

Unplanned Downtime: 16 Minutes

Impact: At 11:24PM on 10/19/2021 www.in.gov became inaccessible due to Expedient's security appliance blackholing our IP address. The portal was down for 16 minutes while the team worked with Expedient to re-enable our IP address.

Incident Resolution: NIC Indiana worked with Expedient to re-enable our IP address.

Next Steps: NIC Indiana has requested that Expedient disable their auto-mitigation service for our IP addresses (208.40.244.0/24) as we have security devices that are can detect and block volumetric and other forms of DDOS attacks. Expedient has verified that they have successfully whitelisted our IP address range 208.40.244.0/24 from their DDOS appliance.