



Office of the Municipal Manager
Kantoro ya Motsamaisi wa Masepala

Office Tel: 014 590 4502
email: municipalmanager@bojanala.gov.za
ignatiak@bojanala.gov.za

Cnr. Beyers Naude & Fatima Bhayat Drive,
P.O. Box 1993,
Rustenburg, 0300

ICT UNIT

TO: MS B. MAKGANYE
ACTING MUNICIPAL MANAGER

FROM: MR T.E HLABA
ICT MANAGER

DATE: 14 APRIL 2025

SUBJECT: INCIDENT REPORT – NETWORK FAILURE AND SERVER DAMAGE
DUE TO POWER OUTAGES ON 8 APRIL 2025

1. Background

On **Tuesday, 8 April 2025**, Bojanala Platinum District Municipality experienced a major ICT infrastructure failure due to **multiple sequential power outages** that occurred in Rustenburg. These power interruptions had a devastating impact on critical ICT equipment within the municipal server room, resulting in the **collapse of the entire municipal network**.

2. Incident Summary

The repeated power outages led to **severe damage to five (5) critical servers**, which are essential for day-to-day operations. The affected servers include:

- **Active Directory Servers** (responsible for authentication, user access control and centralised network management)
- **Telephone System Servers** (handle all internal and external VoIP communication)
- **SAGE System Servers** (used for financial management, payroll and human resource functions)
- **Backup Storage Servers** (store and maintain copies of critical municipal data)

Upon assessment, it was discovered that some of the servers were **burnt beyond repair** due to power surges and cannot be salvaged.

3. Contingency Measures Implemented

To mitigate service interruption and ensure business continuity, the ICT Unit implemented the following immediate actions:

- **Activated the Disaster Recovery Plan.**
- **Deployed Backup Servers** from the **Disaster Server Room** to temporarily replace the damaged servers.

These backup servers, which are typically used for **data recovery, failover services and business continuity during emergencies**, were reconfigured to take over the functions of the damaged servers.

4. Restoration Progress

Since the incident on 8 April 2025, the ICT Unit has been working around the clock with technical support from **Sizwe IT Group** and **OS Holdings** to restore the network infrastructure. Key activities include:

- Reconnecting and reconfiguring **electrical power supply** to the main server room
- Rebuilding and configuring the replacement servers
- Gradually restoring access to internal systems and external services
- Recovering and migrating data from backup storage

5. Current Status (As of 14 April 2025)

- **Network connectivity** has been **successfully restored** as of Monday, 14 April 2025.
- Restoration of services and systems is still ongoing, particularly:
 - **Active Directory environment**
 - **Telephone System**
 - **SAGE 300 People system**
- Due to the **large volume of data** involved in restoring from backups, the process is expected to **take the entire day**.
- Full operational status, including access to all affected systems, is expected to be achieved by **Tuesday, 15 April 2025**.

6. Conclusion and Recommendations

The network failure was an unforeseen incident caused by external power instability. The ICT Unit responded swiftly to mitigate impact, ensure business continuity, and initiate full restoration. It is recommended that:

- **Surge protection and UPS capacity** be reviewed and upgraded.
- An **automated power failover system** (including backup generators) be considered for critical ICT infrastructure.
- A review of the **Disaster Recovery Plan** be undertaken to incorporate lessons learned from this incident.

The ICT Unit remains committed to restoring full functionality and will continue to provide updates as progress is made.

PREPARED BY:



MR TE HLABA

ICT MANAGER