Root Cause Analysis:
Rally Outage

The following is a detailed accounting of the service outage that Rally users experienced on 11/2/2021.

Root Cause Analysis Summary

Event Date	11/2/2021
Event Start	2:14 PM MDT
Time Detected	2:14: PM MDT
Time Resolved	2:23 PM MDT
Event End Time	2:23 PM MDT
Root Cause	A database job that kills long running jobs was unintentionally enabled. This caused our database field definition updater to be killed every time it tried to run. With the application unable to run updates to the field definitions it eventually failed out, preventing customers from accessing the application.
Customer Impact	Customers experienced a gradual slowness as post-deploy application servers died when their database field definition update session was killed. As more app servers were deployed and died the site got to a point where it was down due to all app servers dying.

Future Preventative Measures

Actions that should be taken to prevent this Event in the future.

Actions	Description
	Move database scripts run by cron jobs into source control, and audit the current scripts.
	Alert when we fall under X number of good application servers
	Monitor number of database sessions killed by admin and alert on it.
	Tune "X servers out of haproxy" thresholds to alert more confidently during the deploy.