Root Cause Analysis:
Rally Unresponsive

The following is a detailed accounting of the service outage that Rally users experienced on January 26th, 2021.

Root Cause Analysis Summary

Event Date	1/26/2021
Event Start	1/25/2021 15:00 MST
Time Detected	1/25/2021 15:00 MST
Time Resolved	1/26/2021 09:56 MST
Event End Time	1/26/2021 09:56 MST
Root Cause	A long-running query preventing execution of commands and locking a critical table which in turn caused slow or no response.
Customer Impact	Rally unresponsive with some customers experiencing 503 errors

Future Preventative Measures

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

Actions	Description
Improved monitoring	Monitor query time and table bloat
Know when long running queries that are idle in transaction are running	Monitor for long running transaction
Investigate pattern of database bridge unreliability on Monday mornings	Database bridge has needed to be restarted unusually frequently on Monday morning. Need to determine why.
Monitor HTTP 5xx response rates	5xx HTTP responses increased as table became less responsive.