

CA supporting cross-functional teams have conducted a root cause analysis on the event reported. This report captures the findings and provides an insight into:

- Causes that contributed to the recent event observed.
- Corrective actions taken by CA Operations / Engineering team to remediate.

Summary

Product/Service Impacted	Rally (Agile Central)	Incident ID Number	N/A
Type of Outage	<input checked="" type="checkbox"/> Unplanned Outage <input type="checkbox"/> Performance Degradation <input type="checkbox"/> Other	Time detected	2019-02-27 09:10 MST
		Time resolved	2019-02-27 09:24 MST
Affected Components and/or Applications	SSO		
Impact to Customer	SSO users were unable to login to Rally		

Root Cause Analysis

<input type="checkbox"/>	Application	The SSO provider application for Rally (Agile Central) had a hung daemon which caused the service to be unusable. As a result, users were unable to login to SSO.
<input type="checkbox"/>	Database	
<input type="checkbox"/>	Hardware	
<input type="checkbox"/>	Network	
<input type="checkbox"/>	Product Defect	
<input checked="" type="checkbox"/>	Third Party/Vendor	
<input type="checkbox"/>	Configuration/Process	
<input type="checkbox"/>	Other	

Recovery Details

Restarted service

Immediate Mitigation Steps

<input type="checkbox"/>	Replaced Hardware	The following immediate migration steps were taken: 1. Checked logging for root cause 2. Restarted PingFederate service
<input checked="" type="checkbox"/>	Configuration Changes	
<input type="checkbox"/>	Procedural Changes	
<input type="checkbox"/>	Other	

Long Term Preventative Measures

<input checked="" type="checkbox"/>	Architecture/Infrastructure Change	The following long-term prevention measures will be implemented: 1. Provided logs to vendor for further investigation 2. Determine if daemon is failing due to bursts in traffic or a memory leak. 3. Work toward upgrade of SSO provider application
<input type="checkbox"/>	Product/Feature Enhancement	
<input type="checkbox"/>	Procedure/Process Changes	
<input checked="" type="checkbox"/>	Monitoring/Alerting Change	
<input type="checkbox"/>	Other	
<input type="checkbox"/>	N/A	