

Root Cause Analysis: Rally Unresponsive

The following is a detailed accounting of the service outage that Rally users experienced on April 30th, 2021.

Root Cause Analysis Summary

Event Date	4/30/2021
Event Start	8:45 AM MDT
Time Detected	8:48 AM MDT
Time Resolved	8:59 AM MDT
Event End Time	9:07 AM MDT
Root Cause	Enabling two new production toggles caused application connection pools to be backed up and the application became very slow or unavailable.
Customer Impact	Rally unresponsive with customers experiencing HTTP status 503 errors

Future Preventative Measures

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

Actions	Description
Enable one toggle at a time	Enabling single toggle at a time to better identify which toggle caused issues
No toggles on before 10am	To reduce impact to/from morning traffic, toggles should be enabled later in the morning