Root Cause Analysis:
Rally Outage

The following is a detailed accounting of the service outage that occurred on 8/9/2023.

Root Cause Analysis Summary

Event Date	8/9/2023
Event Start	09:12 AM MDT
Time Detected	09:15 AM MDT
Time Resolved	09:22 AM MDT
Event End Time	09:25 AM MDT
Root Cause	During routine operations a config change to our primary load balancer was made that inadvertently sent traffic to an unavailable internal endpoint. This caused traffic to queue up and take the load balancers offline. Once alerted the production support team identified the issue and updated the configuration to no longer send traffic to the invalid endpoint and thus restore service.
Customer Impact	Rally was degraded/unavailable

Future Preventative Measures

As part of our post-event retrospective process we have identified improvements to our automation and documentation that will help prevent future occurrences of this issue. These changes include better error handling of failed steps within our automation along with better documentation of how to handle failures if they do occur.

We are taking the additional step of making sure that the problematic endpoint is always available so that in the future if traffic is directed there that the load balancers will not have to queue traffic and prevent them from becoming overloaded.