

Root Cause Analysis:

Rally unavailable

The following is a detailed accounting of the service outage that Rally users experienced on 9/1/2021.

Root Cause Analysis Summary

Event Date	9/1/2021
Event Start	1:08 PM MDT
Time Detected	1:11 PM MDT
Time Resolved	1:13 PM MDT
Event End Time	1:18 PM MDT
Root Cause	A modification against the user table in the database blocked queries that started after a lock request was issued. This saturated the database connection pools in the database.
Customer Impact	Application was unavailable

Future Preventative Measures

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

Actions	Description
	Set a lock timeout and use pre-conditions when we execute modifications
	Don't let migrations use "IF NOT EXISTS"