

Root Cause Analysis:

Analytics Unavailability

The following is a detailed accounting of the service outage that occurred on 8/1/2023.

Root Cause Analysis Summary

Event Date	8/1/2023
Event Start	11:16 AM MDT
Time Detected	5:41 PM MDT
Time Resolved	8:20 PM MDT
Event End Time	8:31 PM MDT
Root Cause	A web proxy configuration that handles routing traffic from the Rally application to the analytics web endpoint was removed when a new config was pushed to add new functionality.
Customer Impact	All Rally functions that depended on /analytics being available either returned a http error, 302 or 404 resulting in charts no loading data. This includes Lookback/Hindsight API and dependent apps.

Future Preventative Measures

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

Actions	Description
Improved monitoring on analytics endpoint	Spike on best way to monitor an endpoint that is only accessible through the Rally app.
Fix config template	Update config template to prevent this from happening (Done)
Develop test validation suite	We should have more verification checks when deploying updated configs. Create stories on adding regex diff step before deploying to production servers.