

Root Cause Analysis: System Impairment/Outage

The following is a detailed accounting of the service impairment/outage that Rally users experienced on December 21th, 2020.

Root Cause Analysis Summary

Event Date	12/21/2020*	
Event Start	Event 1 12/20/2020 11:58 PM MST	Event 2 12/21/2020 6:00 AM MST
Time Detected	Event 1 12/20/2020 11:58 PM MST	Event 2 12/21/2020 6:00 AM MST
Time Resolved	Event 1 12/21/2020 12:50 AM MST	Event 2 12/21/2020 12:05 PM MST
Event End Time	Event 1 12/21/2020 12:50 AM MST	Event 2 12/21/2020 12:05 PM MST
Root Cause	Rally had taken a schedule maintenance window over Friday night to move to a new database server to process system writes. The configuration had been run in parallel to the existing system for the last two weeks and performance was at parity with the existing production database. We made the cutover successfully and all traffic appeared normal. We continued to monitor traffic over the weekend and the system was healthy. When we hit Monday morning loads, the new system appeared unable to handle inbound connections at the same rate we had previously tested. After some troubleshooting, we made the decision to roll back to the prior configuration to ensure service availability.	
Customer Impact	Application impaired or unavailable	

Future Preventative Measures

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

Actions	Description
Investigate testing methods	Investigate alternative methods to test this infrastructure change prior to implementing globally

* 2 minutes of Event 1 occurred the previous date in MST