

# Root Cause Analysis: Service Unavailable

The following is a detailed accounting of the service outage that Rally users experienced on November 14th, 2020.

## Root Cause Analysis Summary

<b>Event Date</b>	11/14/2020
<b>Event Start</b>	07:03:00 MDT
<b>Time Detected</b>	07:07:00 MDT
<b>Time Resolved</b>	07:20:00 MDT
<b>Event End Time</b>	07:17:00 MDT
<b>Root Cause</b>	A third-party integration had thousands of sessions on every app server. This caused a cascading slowdown of the read-only database servers that affected all users
<b>Customer Impact</b>	Rally down

## Future Preventative Measures

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

<b>Actions</b>	<b>Description</b>
Add integration ID to dedicated server pool	Push user to dedicated DB and set of app servers to better cache their high use queries
Discuss plan with integration owner	Discuss integration and propose changes for better performance
Advanced throttling	Investigate global throttling on front side infrastructure
User permission queries	Investigate improving user permission query performance by accounting for project state