

Root Cause Analysis:

Performance Issue

The following is a detailed accounting of the service outage that Rally users experienced on 9/8/2022.

Root Cause Analysis Summary

Event Date	9/8/2022
Event Start	7:50 AM MDT
Time Detected	8:05 AM MDT
Time Resolved	8:40 AM MDT
Event End Time	8:40 AM MDT
Root Cause	A third party dependency was updated due to being flagged by our security scanning software. The new version caused the servers to spend an elevated amount of time executing certain code, which resulted in database connections being held open longer than normal, causing a bottleneck for traffic.
Customer Impact	Degraded site performance/intermittent availability

Future Preventative Measures

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

Actions	Description
Test bed	Define rules for when to perform testing of routine component upgrades in our test-bed
Meeting to explore additional testing	Spend some time to discuss if we can establish better test daily builds to identify issues in the test-bed