

CA supporting cross-functional teams have conducted a root cause analysis on the event reported. This report captures the findings and provides an insight into:

- Causes that contributed to the recent event observed.
- Corrective actions taken by CA Operations / Engineering team to remediate.

Summary

Product/Service Impacted	Agile Central	Incident ID Number	N/A
Type of Outage	<input type="checkbox"/> Unplanned Outage	Time detected	2018-03-01 14:12 MST
	<input type="checkbox"/> Performance Degradation <input checked="" type="checkbox"/> Other	Time resolved	2018-03-06 14:07 MST
Affected Components and/or Applications	Agile Central		
Impact to Customer	Work items sorted by rank displayed in the wrong order		

Root Cause Analysis

<input checked="" type="checkbox"/> Application	<p>A recent piece of code which changed the way that sorting aliases were created broke another piece of fragile internationalization code.</p> <p>Drag & Drop rank is sorted in the database as a complex string made up of an alphabet of letters, numbers, and symbols. Sorting by rank typically compares rank strings using standard Java string comparison. However, the offending code resulted in a sort by rank which compared the rank strings using a linguistic sorting based on internationalized alphabets. This occurrence was somewhat intermittent because ordering of certain strings is equivalent using the same sorts.</p> <p>We made the internationalized sorting switch code more robust and correct to fix the issue.</p>
<input type="checkbox"/> Database	
<input type="checkbox"/> Hardware	
<input type="checkbox"/> Network	
<input type="checkbox"/> Product Defect	
<input type="checkbox"/> Third Party/Vendor	
<input type="checkbox"/> Configuration/Process	
<input type="checkbox"/> Other	

Recovery Details

Rolled back code deploy to previous version.
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Immediate Mitigation Steps

<input type="checkbox"/> Replaced Hardware	<p>The following immediate migration steps were taken:</p> <ol style="list-style-type: none"> 1. Rolled back code deploy to previous version 3/1/18 18:02 MST 2. Put together code to identify and resolve the issue 3. Code deploy for permanent fix 3/6/18 14:07 MST
<input checked="" type="checkbox"/> Configuration Changes	
<input type="checkbox"/> Procedural Changes	
<input type="checkbox"/> Other	

Long Term Preventative Measures

<input type="checkbox"/> Architecture/Infrastructure Change	<p>The following long-term prevention measures will be implemented:</p> <ol style="list-style-type: none"> 1. Create end-to-end test coverage 2. Ensure all relevant services in other pipelines are functioning during P1 incident 3. Solidify support incident-handling processes to improve communication, ensure engagement and escalation as needed 4. Communicate the need to clear browser cache following rollback 5. Determine why browser cache clear is necessary for sorting issue
<input type="checkbox"/> Product/Feature Enhancement	
<input checked="" type="checkbox"/> Procedure/Process Changes	
<input checked="" type="checkbox"/> Monitoring/Alerting Change	
<input type="checkbox"/> Other	
<input type="checkbox"/> N/A	

