

Root Cause Analysis:

Degraded Performance

The following is a detailed accounting of the service outage that occurred on 3/24/2023 and 3/27/2023.

Root Cause Analysis Summary

Event Date	3/24/2023	3/27/2023
Event Start	1:57 PM MDT	2:55 PM MDT
Response Start	2:09 PM MDT	2:58 PM MDT
Time Resolved	2:27 PM MDT	3:03 PM MDT
Event End Time	2:27 PM MDT	3:03 PM MDT
Root Cause	While performing a routine maintenance of our validation environment, on March 24, we discovered an incorrect configuration in our automation, which caused traffic to back up attempting to reach Rally. After this configuration was corrected we attempted the same maintenance on March 27 and discovered an additional configuration in need of updating, which caused a similar backup. This was also corrected and tested successfully later on March 27th	
Customer Impact	Degraded performance	

Future Preventative Measures

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

Actions	Description
Add validation environment analytics dashboard to docs	Add validation environment analytics dashboard to docs
Move all related jobs into one location	Move all related jobs into one location