Rally Software

ca. A Broadcom Company
technologies

Root Cause Analysis:
SSO Outage

The following is a detailed accounting of the service outage that Rally users experienced on 8/24/2022.

Root Cause Analysis Summary

Event Date	8/24/2022
Event Start	8/24/2022
Time Detected	1:35 PM MDT
Time Resolved	2:53 PM MDT
Event End Time	2:53 PM MDT
Root Cause	The variable pointing to the authentication service URL was modified in our version control software to shore up config differences between our automation solutions. The authentication service app config uses the same variable to set a SAML related URL which is used when validating incoming SAML responses. When the authentication service was deployed several days after the URL modification it inherited the new setting and caused SSO errors for customers.
Customer Impact	SSO users without current sessions were unable to log in

Future Preventative Measures

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

Actions	Description
	Update automation software with a comment to not change authentication service URL variable and why.
	Research how we could write an integration test for this change
	Research adding hardcoded checks to authentication service against short list of allowed URLs
	Investigate ensuring that the authentication service manages 100% of all login functionality.