Root Cause Analysis:
FedRAMP Container Engine Outage

The following is a detailed accounting of the service outage that the Rally FedRAMP stack experienced on 1/9/2023.

Root Cause Analysis Summary

Event Date	1/9/2023
Event Start	12:45 PM MST
Time Detected	13:01 PM MST
Time Resolved	13:09 PM MST
Event End Time	13:09 PM MST
Root Cause	Hosting provider unintentionally placed our cluster into maintenance mode, rendering services unavailable.
Customer Impact	No reported issues. This would likely have manifested itself as potential failure to log in, or certain pages like Capacity Planning, or certain reports loading slower than normal and possibly failing to load.