

# Rally Service Incident: Root Cause Analysis

## Summary:

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|-----------------|--|
| Date/Time       | 1 June 2014 from 19:30 - 2 June 09:55<br><br><u>Timeline:</u><br>Event Start: 1 June 19:30<br>Downtime Start: 08:21<br>Time Detected: 06:36<br>Time Resolved: 08:34<br>Downtime End ALM:08:34<br>Downtime End Analytics: 09:15<br>Event End: 09:55 |
| Root Cause      | User activity created excessive data revisions causing A1 Analytics Aggregation service lags. Mitigation activities for data cleanup caused database contention, leading to impaired system availability.  |
| Customer Impact | During this time, customer's ability to use Rally ALM was impaired.  |
| Duration        | Total Downtime: 13 Mins<br>Total Impaired Availability: 70 Mins<br>Time to Detect: 20 Mins<br>Time to Resolve: 118 Min   |

## Action Plan:

| <u>Issues</u>  | <u>Remediation</u>   | <u>Status</u> |
|--|--|---------------|
| Efficiency gaps in analytics aggregation process.                                | Dev and DBA teams working together to increase performance of analytics aggregation for increased throughput | In-process    |
| Limited access to monitoring for response time, concurrency and active sessions. | Refactor monitoring scripts, for increased visibility into database performance.                             | In-process    |
| Tightly Coupled ALM and Analytics release.                                       | Decouple ALM and Analytics release   | In-process    |