

Root Cause Analysis:

Rally Lookback API unavailable

The following is an accounting of the service outage that Rally users experienced on November 4th and 6th, 2019.

Root Cause Analysis Summary

Event Date	11/4/19, 11/6/19
Event Start	11/4/19 (Exact time unavailable)
Time Detected	11/4/19 7:53 AM MT, 11/6/19 6:58 AM MT
Time Resolved	11/4/19 2:41PM MT, 11/6/2019 9:52 AM MT
Event End Time	11/6/19 9:52 AM MT
Root Cause	<p>On Monday 11/4/2019 the Rally Lookback API service experienced issues and was returning a 503 Service Unavailable status for customer queries. We believe that the issue was caused by an increase in the volume of our monthly metrics processing. This additional load caused the connection pools to back up and customer facing queries to fail.</p> <p>We are currently exploring a number of different options to mitigate the impact of this data processing and not affect customer facing queries. While we don't currently have a timeline for the issue to be remediated we are actively working on it and plan to have something in place soon.</p>
Customer Impact	Customer was unable to leverage analytics that rely on Lookback API