

SaaS Solutions from CA Technologies – Root Cause Analysis



CA supporting cross-functional teams have conducted a root cause analysis on the event reported. This report captures the findings and provides an insight into:

- Causes that contributed to the recent event observed.
- Corrective actions taken by CA Operations / Engineering team to remediate.

Summary

Product/Service Impacted	Agile Central	Incident ID Number	N/A
Type of Outage	<input type="checkbox"/> Unplanned Outage <input type="checkbox"/> Performance Degradation <input checked="" type="checkbox"/> Other	Time when detected	2017-11-09 10:32 MST
		Time when resolved	2017-11-09 12:04 MST
Affected Components and/or Applications	Agile Central		
Impact to Customer	Customers using Internet Explorer as their browser were unable to access Agile Central		

Root Cause Analysis

<input checked="" type="checkbox"/> Application	On November 9, 2017, an update of code dependencies within a code repository caused Agile Central to fail to load within Internet Explorer.
<input type="checkbox"/> Database	
<input type="checkbox"/> Hardware	
<input type="checkbox"/> Network	
<input type="checkbox"/> Product Defect	
<input type="checkbox"/> Third Party/Vendor	
<input type="checkbox"/> Configuration/Process	
<input type="checkbox"/> Other	

Recovery Details

Deployed a previous version of code repository
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Immediate Mitigation Steps

<input type="checkbox"/> Replaced Hardware	The following immediate migration steps were taken: 1. Deployed a previous version of code repository
<input type="checkbox"/> Configuration Changes	
<input type="checkbox"/> Procedural Changes	
<input checked="" type="checkbox"/> Other	

Long Term Preventative Measures

<input checked="" type="checkbox"/> Architecture/Infrastructure Change	The following long-term prevention measures will be implemented:
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<input type="checkbox"/>	Product/Feature Enhancement	<ol style="list-style-type: none">1. Catch Internet Explorer issues prior to deploys – may need to add automated tests.2. Document process used to revert a deploy of code repository to quickly revert when needed
<input type="checkbox"/>	Procedure/Process Changes	
<input checked="" type="checkbox"/>	Monitoring/Alerting Change	
<input type="checkbox"/>	Other	
<input type="checkbox"/>	N/A	