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| **Initial Incident Details** | | | |
| **Incident Raised By:** | Stella McManus | **Incident Received By:** | Jerry B. Toye |
| **Report Date:** | 28-Jan-2017 | **IT Service Disrupted:** | Reimbursement tool |

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| **Detailed Incident Information** | | | |
| **Incident Date:** | 27-Jan-2018 | **Incident Hour:** | 2:49 PM |
| **Incident Number:** | WWER-112-7608 | **Incident Category:** | Medium[[1]](#footnote-1) |
| **Was the SLA Breached?** | Yes / ~~No~~ | **Duration of Interruption:** | 7 Hours |

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| **Incident Description** |
| Upon returning from a 2 week business trip, I opened the tool in order to record my business expenses and claim my reimbursements. The tool response times were very slow, and the system was extremely sluggish. For example: It took over 2minutes to save the initial report page (usually this takes 2-3 seconds). After over 5 minutes of waiting for the system to refresh and move to the next page, I gave up and opened the incident report. |

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| **Business Impact** |
| The immediate impact is that the employees cannot record their expenses for any business travels, nor submit claims in order to receive reimbursements. The future impact is on the credibility of the tool, and the degree of which the employees will trust it. |

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| **Corrective Actions Taken** |
| Upon receiving the report, we ran a diagnostic check on the servers which host the tool. The report alerted us to the fact that the number of reports in the cache memory exceeded the maximum, this causing the slow response times. We immediately archived all the reports which were paid out, and more than 6 months passed since then. This freed up 87% of the cache memory, and the tools’ response times returned to normal. |

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| **Lesson/s Learned** |
| Systematically and proactively reduce the number of reports on the cache memory by archiving old reports. **This should be done once every quarter.** |

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| **Knowledge Management** |
| At the beginning of every quarter: Go to the tool’s cache memory and archive all reports which were paid out over 6 months ago. |

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| **Authorization** | | | |
| **Authorized By:** | Mary G. Blythe | **Position:** |  |
| **Date:** | 30-January-2018 | **Signature:** |  |

1. Major disruption to a non-critical tool [↑](#footnote-ref-1)