|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **Incident Ticket No.:** | GK20067 |

|  |  |
| --- | --- |
| **Incident Details** | |
| **Stakeholder Details:** | Swapnil Wale, Techno-PM Ltd. |
| **Reported By:** | Maya |
| **Incident Description:** | Database servers became inaccessible |
| **Business Impact:** | All the business-critical applications were shut down as a result of this issue. |
| **Root Cause:** | Insufficient disk space on the peripheral servers. |
| **Incident Status:** | Resolved |
| **How was the incident logged?** | Via Service Now and Phone Call. |
| **Incident Manager** | Swapnil Wale |

|  |  |
| --- | --- |
| **Incident Date and Time** | |
| **Incident Start Date and Time:** | Friday 13th, May 2019 8:36 AM |
| **Incident Reported Date and Time:** | Friday 13th, May 2019 8:56 AM |
| **Incident Resolution Date and Time:** | Friday 13th, May 2019 10:36 AM |

|  |
| --- |
| **Incident Details** |
| Around 8:30 AM on Friday 13th May 2019 few users reported that they cannot access the system once they log off and some users reported seeing error on screen which are not normal. The user tickets were logged using Service Now, phone calls and, we had some people approach the service desk. A critical incident CRT-3445 was opened at 8:56 AM.  The issue was referred to the applications service team. The services team started their investigation around 9:15 AM. During the initial investigation it was identified by reviewing the system logs that database was not accessible. The incident was then referred to the DBAs for further investigation.  The database team started their investigation at 9:40 AM. Upon detailed analysis it was discovered there is not enough disk space on the servers. An emergency request INR-2334 to add more memory was raised at 10:00 AM.  INR-2334 was resolved at 10:30 AM. All the stakeholders were informed by 10:36 AM that all the systems are back to normal. |

|  |  |
| --- | --- |
| **Incident Timeline** (include major events, handovers and comms) | |
| **Date and Time** | **Details** |
| **13th Feb 2020, 8:15 AM** | Monitoring systems send an alert out for low disk space. |
| **13th Feb 2020, 8:30 AM** | Users report issues with applications. |
| **13th Feb 2020, 8:56 AM** | Critical incident CRT-3445 opened. |
| **13th Feb 2020, 9:05 AM** | Incident referred to application services team. |
| **13th Feb 2020, 9:15 AM** | Services team start investigation. |
| **13th Feb 2020, 9:40 AM** | Incident referred to DBA team. |
| **13th Feb 2020, 10:00 AM** | INR-2334 raised for adding additional memory. |
| **13th Feb 2020, 10:30 AM** | INR-2334 was resolved. |
| **13th Feb 2020, 10:36 AM** | Comms to external stakeholders for issue resolution. |

|  |
| --- |
| **Root Cause Analysis** |
| When investigating the root cause the DBA team found that more memory had been utilized over the last week. On further checking it was found that a batch job which cleans up archived files was not running as scheduled. It was also noted that the system sent multiple error notifications which were not actioned. |

|  |  |
| --- | --- |
| **Corrective Actions Taken** | |
| **RCA-112** | Fix the batch job to regularly clean up the files. |
| **RCA-113** | Communication to stakeholders was not adequate. Incident management process should be reviewed for frequency of comms. |
| **RCA-114** | The system alerts were not actioned. Review the monitoring strategy to fix any potential gaps. |