Root Cause Analysis
JS Code change – System Performance Degradation

The following is a detailed accounting of the service impairment that Agile Central users experienced on March 9, 2016 at 2:41pm.

Root Cause Analysis Summary

Event Date	March 9, 2016
Event Start	2:41pm
Impairment Start Time	N/A – system performance degradation
Time Detected	4:49pm
Time Resolved	10:09pm
Impairment End Time	N/A
Event End Time	10:09pm
Root Cause	JS code change was committed to production to memoize refs in the app. ApDex dropped as performance was negatively impacted across the app
Duration	Total Downtime: 0 minutes Total Impaired Availability: 0 minutes Time to Detect: 2 hours, 8 minutes Time to Resolve: 7 hours, 28 minutes

Future Preventative Measures

Actions that should be taken to prevent this Event in the future.

Actions	Description
Add Apdex Monitoring	Rolling 5 minutes alert that checks Apdex score against static thresholds

Javascript error monitoring	Rolling 5 minutes alert that checks Apdex score against static thresholds
Reinforce process working agreements	Make sure to communicate the process and reinforce that we must follow them.
Meet and discuss what is possible for alerting and monitoring this area.	Ops & Analytics leadership to meet to discuss this topic
Discussion about SLA on CSRT	Meet and discuss possibilities in this area.
Discussion on automated performance test suite	Meet and discuss possibilities in this area.