ROOT CAUSE ANALYSIS
Netscaler outage

The following is a detailed accounting of the service interruption that Rally users experienced on 3/23/2015 at 11:54 am.

Root Cause Analysis Summary:

Interruption Date/Time	March 23, 2015 11:54 am
Root Cause	PaaS LoadBalancer rule out of order, appending a "/" on the end of all URLs, not just PaaS-specific URLs
Duration	2 minutes
Pluses	Quick resolution, minor, atomic changes

Issues and Remediations:

Issues	Remediations
LB changes during peak business hours	Changes to production LBs performed during scheduled downtimes or off peak hours until improved resiliency exists.
LB Source Control	Consider finding a way to insert LB settings in source control
Non Paired Change	1. Pair on prod access issues 2. Communicate changes to interested parties when they begin/end.
Can't test LB change in advance	Work to mitigate risk of prod changes and reduce the impact when outages do occur.
ALM routing failed on optional trailing slash in URL	Consider ALM's resilience with valid URLs ('/resource/' should == '/resource')
Change Control	Consider how to improve & better inform the organization of change control without severely impacting agility & rapid/continuous delivery