

ROOT CAUSE ANALYSIS



Hot Attribute_Def Migration

The following is a detailed accounting of the service interruption that Rally users experienced on August 31, 2015 at 1:07 pm.

Root Cause Analysis Summary:

Event Date	August 31, 2015
Event Start	August 31, 2015
Downtime Start	1:07 pm
Time Detected	1:07 pm
Time Resolved	1:09 pm
Downtime End Time	1:09 pm
Event End Time	1:09 pm
Root Cause	Hot migration created that added a column to the ATTRIBUTE_DEF table. While migrations were running as a part of the release process, it caused a large number of concurrency conflicts that caused the exhausted the connection pools.
Customer Impact	Rally unavailable during this time
Duration	Total Downtime: 2 minutes Total Impaired Availability: N/A Time to Detect: 0 minutes Time to Resolve: 2 minutes

Future Preventative Measures:

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

Actions	Description
Fix Convention Test	Alter the convention test to fail similar migrations if DBA approval has not been given on adding columns

Alter convention test	Amend convention test to include some guard for ensuring the approval for hot migrations has actually been approved by DBA - perhaps parsing filename/date or similar.
Manual Migration	The adding of the column to attribute_def table migration has been scheduled for the weekend
Spike - Understand why we had any outage now that we have RO DBs.	Traffic should have routed to the RO DBs, we have to understand why this was even an outage.