



ROOT CAUSE ANALYSIS

Privilege grant for security scan user led to flush of all cursors.

The following is a detailed accounting of the service interruption that Rally users experienced on May 14, 2015 at 09:54 am.

Root Cause Analysis Summary:

Event Date	May 14, 2015
Event Start	09:54
Downtime Start	09:54
Time Detected	09:54
Time Resolved	10:12
Impairment End	10:12
Root Cause	DBA created a new user for security-nessus scan, and promoted the user to a dba privileged user; indirectly provided the new user access to prod schema which caused the flush of all cursors in the shared pool, resulting in a db spike due to hard parse

Issues and Remediations:

Issues	Remediations
Updated DBA Working agreements	DBA's pushed this type of action to Scheduled Maintenance Windows to prevent unplanned downtime in the future