

Root Cause Analysis

DB Out of Space - Stories Cannot be Modified



The following is a detailed accounting of the service impairment that Agile Central users experienced on October 7, 2016 at 2:54 am.

Root Cause Analysis Summary

Event Details:

Event Date	10/7/16
Event Start	2:54 am
Impairment Start	2:54 am
Time Detected	2:54 am
Time Resolved	3:52 am
Impairment End Time	3:52 am
Event End Time	3:52 am
Root Cause	DB table out of space
Customer Impact	Application was available but users could not create or modify stories.
Duration	Total impairment: 58 mins

Future Preventative Measures

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

Actions	Description
Re-examine table free space alert	Table free space alert did not fire but that was expected, it was still below the threshold. Re-examine this alert to ensure it takes fragmentation into account.