

Root Cause Analysis

IE11 Blank Screen DE26217



The following is a detailed accounting of the service impairment that Agile Central users experienced on January 12, 2016 at 2:16 pm.

Root Cause Analysis Summary

Event Date	1/12/2016
Event Start	2:16 pm
Impairment Start Time	2:16 pm
Time Detected	2:23 pm
Time Resolved	2:31 pm
Impairment End Time	2:31 pm
Event End Time	2:31 pm
Root Cause	Turned on a toggle that depended on another toggle that was not on. This other toggle was not on because of an IE11 bug that was being worked.
Duration	Total Downtime: 0 Total Impaired Availability: 15 minutes Time to Detect: 7 minutes Time to Resolve: 8 minutes

Future Preventative Measures

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

Actions	Description
Communicate Toggle Plans	We should communicate to all teams regarding which toggles are going to be turned on so that we can better identify dependencies.