

# SAMPLE POST INCIDENT REVIEW

Sample post outage review which was presented during an interview.



# Post Incident Review

Name of Event: [REDACTED] API Latency – 11/14/2017

Date Event Started/Ended: November 14, 2017, 8:40 – 11:22 PST

**Incident Summary:** [REDACTED] experienced periods of extreme latency in the [REDACTED] system at the API level between 8:40am and 11:22am PST on November 14, 2017. A bridge was opened by [REDACTED], and four specific incidences of latency occurred. The first two occurrences were corrected by terminating heavily queued nodes of the [REDACTED] cluster. The third occurrence self-corrected when queuing subsided. During the final occurrence, teams identified an increase in input and output of databases, which caused the queuing at the [REDACTED] API level. Support determined this was being caused by work activities being performed by the [REDACTED]. Service was restored when the [REDACTED] suspended those work operations.

## Latency Occurrence 1

8:40 - Initial Alert from [REDACTED] direct link received.

8:58- Middleware team viewed alerts on their [REDACTED] infrastructure; main alerts are from the [REDACTED] cluster.

9:22 - Queuing subsided and applications are restored.

8:48 - [REDACTED] reported multiple examples of agents observing latency within [REDACTED]. [REDACTED] opens a management bridge.

9:11 - Middleware terminates 3 nodes in the [REDACTED] cluster which were heavily queued.

## Latency Occurrence 2 & 3

9:31 - Impact to applications has returned; Recycling API clusters initiated.

10:18 - Service to applications were restored

11:05 - Queueing has subsided. Teams suspect the issue is user driven. Investigation ...

10:01 - One node was impacted on the [REDACTED] domain, and it was terminated

10:34 - Impact to applications returned. Traffic is queued up again. Investigation continues

## Latency Occurrence 4

**11:16** - Impact has re-occurred. Teams discovered increased input and out databases which lead to queuing at the [REDACTED] API level. Support identified that this was triggered by work activities being performed by the [REDACTED] team.

**11:22** - Service to applications was restored once the [REDACTED] team was advised to stop their work activities.

### Impacts:

#### Brand reputation

- Higher level of customer frustration
- No traditional or social media impacts were reported
- Coupons were available as mitigation for customer frustration
  - No coupons were distributed

#### Customer service and support

- Customer impact rated as yellow
- Longer wait times to process standard transactions (renewals, activations, and account modifications) though transactions were still completed by frontline agents
- Cost for overall customer impact \$33,200.55 with 4,418 estimated customer interactions

#### Operations

- [REDACTED] suspends work operations on the [REDACTED] system

### Key Response Actions Taken:

1. Terminating heavily queued [REDACTED] nodes – corrected the issue temporarily but queuing reoccurred
2. Support discovered high input and output database activities that led to queuing at the [REDACTED] API level
3. Focus on transactional data – led to identify users invoking a heavy operation multiple times on large BAN
4. [REDACTED] advised to scale back and redistribute work – no further incidents occurred

### Lessons Learned and Follow Up Actions:

1. [REDACTED] implemented two restrictions until the end of the year:
  - a. One team member assigned to work a large BAN
  - b. All team members are only allowed to open one [REDACTED] online session
2. Application support is assessing if the number of concurrent users can be limited during peak periods
  - a. Considerations for this are to ensure there is no impacts for those systems that rely on [REDACTED] and
  - b. To consult with the [REDACTED] to ensure this does not impact their work processes

