SAMPLE POST INCIDENT REVIEW

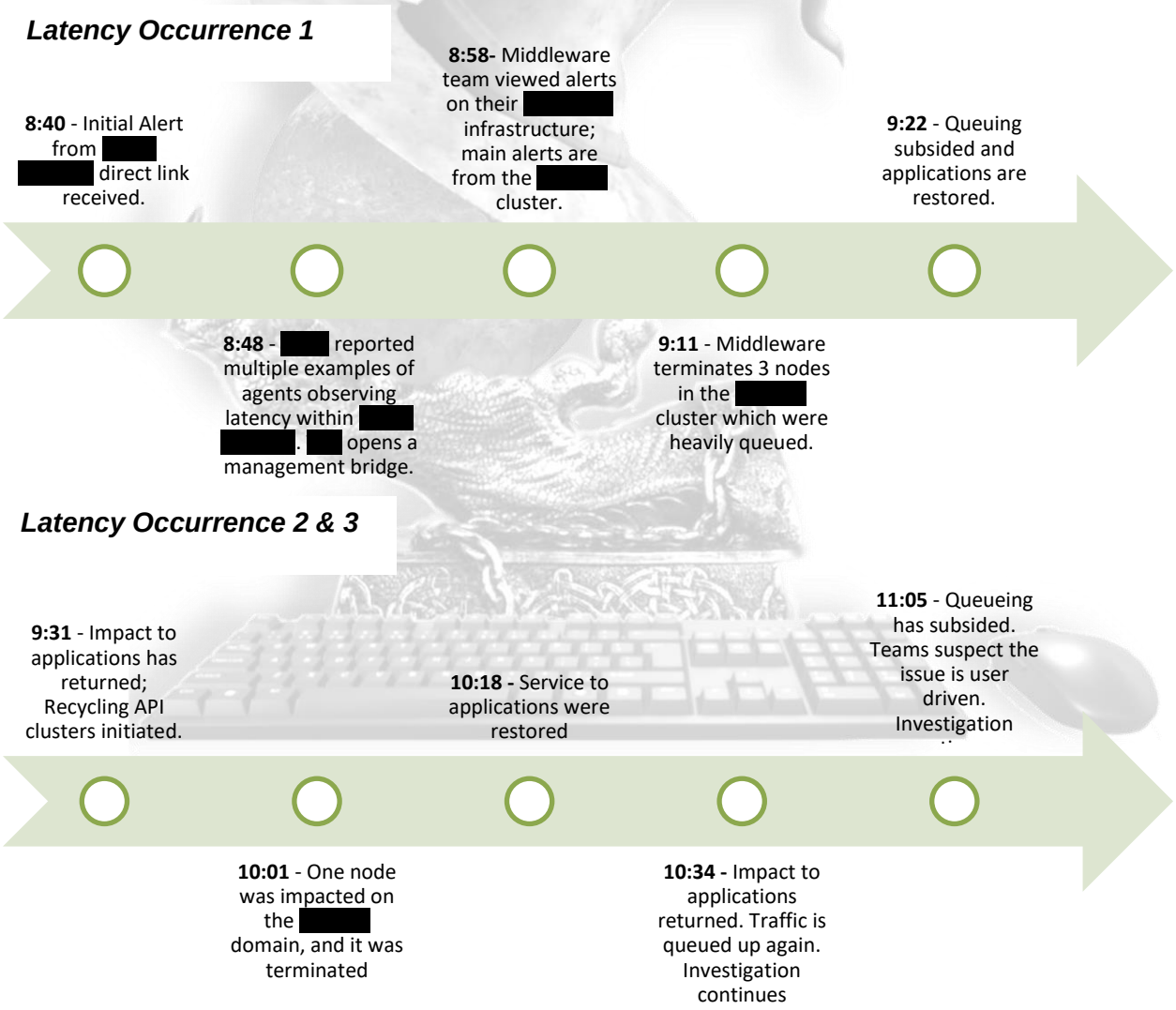
Sample post outage review which was presented during an interview.

Post Incident Review

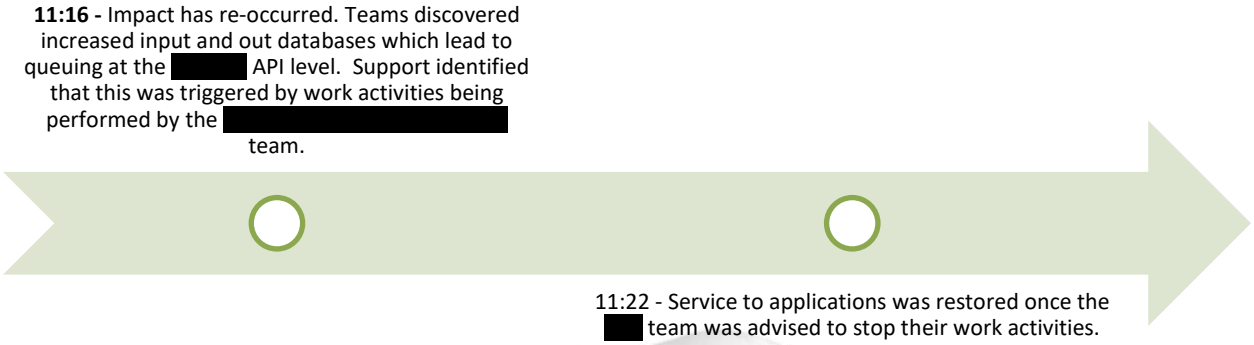
Name of Event: [redacted] API Latency – 11/14/2017

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 4



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