

Postmortem: Database Connectivity Disruption

Summary:

- **Duration:** The disruption occurred from 3:00 PM to 4:00 PM (UTC).
- **Impact:** The database connectivity issue led to a partial unavailability of services reliant on database operations, affecting approximately 50% of users.
- **Root Cause:** The disruption stemmed from a spike in database connections exceeding the configured limit.

Timeline:

- **3:00 PM (UTC):** Anomalies in database response times were detected, indicating a potential issue.
- **3:05 PM (UTC):** Operations team received alerts regarding the degraded database performance.
- **3:10 PM (UTC):** Initial investigation commenced, focusing on analysing database logs and connection pools.
- **3:15 PM (UTC):** Observed a surge in database connection attempts.
- **3:20 PM (UTC):** Identified the root cause as exceeding the configured connection limit.
- **3:25 PM (UTC):** Implemented temporary mitigation measures to reduce connection load.
- **3:30 PM (UTC):** Monitored system stability post-mitigation.
- **3:45 PM (UTC):** Determined that the issue was resolved.
- **4:00 PM (UTC):** Closed the incident ticket.

Root Cause and Resolution:

- **Root Cause:** Spike in database connections surpassing the configured limit.
- **Resolution:** Applied temporary measures to alleviate connection load and restore system stability.

Corrective and Preventative Measures:

Improvements/Fixes:

- Adjust database connection limits to better accommodate traffic spikes.
- Implement connection pooling to efficiently manage database connections.

Tasks:

- Enhance monitoring to proactively detect and prevent similar incidents.
- Conduct capacity planning to ensure infrastructure can handle peak loads.

This incident underscores the importance of proactive monitoring and capacity planning to maintain service reliability. By implementing the suggested measures, we aim to minimize the risk of future disruptions and uphold the quality of our services.

