



ROOT CAUSE ANALYSIS

Escalation Details					
Customer Name	4DMT	Customer Designation	Sr Director IT Operations and Security	Customer Email ID	hle@4dmt.com
Escalation ID	ML_ET_1000000672	Service Line	Network & Security Operations	Client	4DMT
Escalation Category	Outage	Ticket number	-NA-	Escalation Received Date	08/11/2023
RCA Assignment date	10/11/2023	RCA Completion Date	10/11/2023	RCA Approved Date	22/11/2023
RCA Assignment team	Network & Security Operations	RCA Author(Esc Owner)	BibhubratM	RCA Co-authors	Jagdish.Chandra; Rajeev Patgar;Ritika Rani;Santosh Kulkarni;
Escalation Description	ML Network resource performed production change in 4DMT infra resulting in an Outage for multiple services in 4DMT for 4 hours. This is 3rd or 4th time ML Network resource has performed such changes in production environment resulting in service downtime and Outage.				

Root Cause Details	
ROOT CAUSE	Corrective Action
CHG0034731 - Need to allow URL's mentioned in the Netskope cloud exchange document for hostname : 4D-CloudExchange (10.21.6.43) was the change where our NW team changed the application default to specific ports (http and https) in outbound policy which caused the outage.	The policy was reverted to resolve the issue and bring back the services.



Preventive Action	Target Closure Date
1. No changes will be performed in 4DMT environment without approvals from Hai or Matthew. 2. Proper testing will be performed to ensure that the change made did not break anything and it was successful. 3. A communication will be sent out to all the stakeholders informing them about the details of the change once completed.	17/11/2023

RCA Review Details			
Reviewer Name	LokeshA	Date Reviewed	22/11/2023
Approval Status	Approved	Reason for rejection (if rejected):	

Updates		
Date	Owner	Details