

Use Case:Table and Record Deletions

(Step 1) Identification

A new request was generated through the web portal at 10:30 am CST, on March 28, 2020. The user is not able to locate the 10 tables that his team created the day before. These tables are to analyze their annual sales trend. The user is responsible to craft a sales report for the team by the end of the week.

(Step 2) Logging

A log was created by the ServiceDesk Plus portal.

(Step 3) Categorization

Since the user is not able to locate the tables, It may be the case of Data Deletions. (Database Related)

(Step 4) Prioritization

Since the user needs the tables to craft a sales report by the end of the week, the tables need to be available to the user as early as possible so that he will have enough time to generate the sales report. Based on the urgency and impact, this incident is considered to be medium.

(Step 5) Initial Diagnosis

The unavailability of the tables may be due to the deletion or dropping of the tables. This might be the reason for the user not able to locate the tables.

(Step 6) Escalation

This is a functional escalation and is escalated to the DBA team since it requires additional privileges to restore the tables(data).

(Step 7) Resolution Identification

The DBA team Identified the dropped tables by invoking the `LIST HISTORY DROPPED TABLE` command. Netwrix Auditor reports on dropped tables and removed records helped them to know what exactly happened to the tables(when, where, who deleted the tables). They came up with a solution to restore the dropped tables from the previous day's backup.

(Step 8) Resolution/Recovery

The DBA team restored tablespace-level backup images taken before the table was dropped and was successfully able to restore the data and tables that were deleted by a user accidentally.

(Step 9) Incident Closure

After getting the acknowledgement from the user that he was able to view the tables and data that he created, this incident ticket was closed.

Special Note: The takeaways from this was to ensure that roles and grants at the table level are granted to appropriate/designated users only in order to prevent it from happening again.