Normally several steps are required to locate the main source of the problem. With the help of experienced DevOps and whilst staying in touch with the supervisor, the process would go smoothly.

First Step - Check which web servers are being slow:

- Go to the load balancer monitoring tool and check the latency of the requests on each web server.
- Check the health of the web servers.
- Check the whole HTTP status codes available, is there any 504,408 status codes.

Second Step - After identifying which web servers:

- We should check on the health of the server and how much load it has.
- In case the webserver has a huge load, we go to the load manager and decrease the maximum connection pool for that web server.
- In case the problem was not resolved and there is a problem with the server health (CPU, memory ...), we should try to migrate all the available connections to other web servers. This step might disconnect the sticky sessions, so we should contact the server manager or the supervisor.
- After migrating all connections to the other web servers we can now diagnose the health of the server more, and in worst-case scenarios, we can restart the web server without affecting the availability of the site.

Second Step follows up - In case the problem was on all web servers:

- Since the problem is on all web servers, if they all share the same resource for example (Database), Then we need to go and check on the database management system logs.
- After the shared resource is diagnosed and it is working well, Then the problem might be on the load balancer that distributes the requests. The load balancer works in TCP connection, so we should go and check on the connections and latency of the connections.

Third Step - Resolving:

- After identifying the source of the problem, we should take into consideration the level of this issue. If it might propagate into other web servers and affect the overall performance. We should quickly restart the web server or isolate it from the cluster.
- In case of having troubles with the shared resource, We should wait until we have the least activity on the servers and try to fix the problem ASAP, since it might take the resource down.

In case the problem wasn't identified, rebooting the servers might resolve the problem but we should keep it as a last option since all servers would go down.