Root Cause Analysis

Incident Number: INC#000015

Time of Occurence: 2024-10-16T12:50

Short Description: Slower query performance

Applications Impacted: Report Generation

Incident Description: Reports were taking an unusually long time to generate, causing delays in accessing critical business information. This impacted decision-making processes and operational efficiency.

Time of Mitigation: 2024-10-27T12:51

Root Cause: Inefficient query design led to slow performance. The database queries were not optimized for large data sets, resulting in extended processing times.

Incident Resolution: The query performance was optimized by redesigning the database queries and indexing key data fields. The changes significantly improved report generation times.

Time of Resolution: 2024-10-28T12:52

Future Action Items: Regularly review and optimize queries, and implement performance monitoring tools.

Dev Representative: Dwight Schrute

RCA Owner: Michael Scott