



Root Cause Analysis

Incident Number: INC#000012

Time of Occurrence: 2024-12-02T12:37

Short Description: Data inconsistency

Applications Impacted: Billing System

Incident Description: Inconsistent data was found in the billing system reports, leading to incorrect billing information being sent to customers. This caused confusion and potential financial discrepancies.

Time of Mitigation: 2024-12-03T12:38

Root Cause: A synchronization issue between the billing system and the data warehouse caused data discrepancies. The data transfer process was not properly aligned, resulting in incomplete or inaccurate data being stored.

Incident Resolution: The synchronization issue was resolved, and the data transfer process was realigned to ensure consistency. A full data audit was conducted to correct any discrepancies.

Time of Resolution: 2024-12-04T12:39

Future Action Items: Implement data integrity checks and real-time synchronization monitoring.

Dev Representative: George Michael

RCA Owner: Hannah Montana