



Root Cause Analysis

Incident Number: INC#000014

Time of Occurrence: 2024-10-01T12:45

Short Description: Authentication failure

Applications Impacted: User Login

Incident Description: Users were unable to login due to repeated authentication failures. This prevented access to critical applications and services, disrupting user workflows.

Time of Mitigation: 2024-10-02T12:47

Root Cause: Incorrect token handling in the authentication system caused valid login attempts to be rejected. The token validation process was flawed, leading to unnecessary rejections.

Incident Resolution: The token handling mechanism was fixed to ensure proper validation of login attempts. The authentication system was tested to verify the resolution.

Time of Resolution: 2024-10-03T12:47

Future Action Items: Review and improve authentication processes and conduct regular security audits.

Dev Representative: Katy Perry

RCA Owner: Liam Neeson