



Root Cause Analysis

Incident Number: INC#000011

Time of Occurrence: 2023-06-19T12:27

Short Description: Application crash

Applications Impacted: Sales Dashboard

Incident Description: The sales dashboard application crashed during peak usage hours, preventing sales teams from accessing critical performance data. This resulted in a temporary halt in sales operations.

Time of Mitigation: 2023-06-20T12:28

Root Cause: A memory leak in the application code caused excessive memory usage, leading to the application crashing. The issue was due to improper handling of data objects in memory.

Incident Resolution: The memory leak issue was identified and fixed, and the application was restarted to restore normal operations.

Time of Resolution: 2023-06-21T12:29

Future Action Items: Conduct regular memory usage audits and implement better memory management practices in the application code.

Dev Representative: Evan Peters

RCA Owner: Fiona Apple