



Root Cause Analysis

Incident Number: INC#000010

Time of Occurrence: 2024-12-17T12:24

Short Description: Network latency

Applications Impacted: Customer Portal

Incident Description: Users experienced significant delays while accessing the customer portal, impacting their ability to perform essential tasks such as account management and support ticket submissions.

Time of Mitigation: 2024-12-18T12:25

Root Cause: Network congestion caused by high traffic volume led to increased latency. The existing network infrastructure was unable to efficiently route the traffic, resulting in slow response times.

Incident Resolution: Network routing was optimized to better manage traffic and reduce congestion. Additional bandwidth was allocated to the network to accommodate higher traffic volumes.

Time of Resolution: 2024-12-19T12:25

Future Action Items: Implement network monitoring tools to proactively identify and mitigate congestion issues.

Dev Representative: Chris Evans

RCA Owner: Diana Prince