



Root Cause Analysis

Incident Number: INC#000009

Time of Occurrence: 2023-12-26T12:20

Short Description: API Failure

Applications Impacted: Payment Gateway

Incident Description: The payment gateway API failed to process transactions, resulting in failed payments and disruptions to customer purchases. This issue affected a significant number of transactions during peak hours.

Time of Mitigation: 2023-12-27T12:21

Root Cause: The API rate limit was exceeded due to an unexpected surge in traffic. The rate limiting mechanism was not properly configured to handle such high volumes.

Incident Resolution: The API rate limit was increased, and the rate limiting mechanism was reconfigured to better handle high traffic volumes.

Time of Resolution: 2023-12-28T12:21

Future Action Items: Monitor API usage and adjust rate limits dynamically based on traffic patterns.

Dev Representative: Alice Brown

RCA Owner: Bob Johnson