



## Root Cause Analysis

Incident Number: INC#000013

Time of Occurrence: 2024-11-01T12:41

Short Description: Service unavailability

Applications Impacted: Email Service

Incident Description: The email service was unavailable for a period of time, preventing users from sending or receiving emails. This disruption affected internal and external communications.

Time of Mitigation: 2024-11-05T12:42

Root Cause: The email server experienced an overload due to a surge in email traffic, which the existing infrastructure was not equipped to handle. The load balancing mechanisms were inadequate.

Incident Resolution: The server load was balanced by redistributing the traffic across additional servers, and the infrastructure was upgraded to handle higher volumes of email traffic.

Time of Resolution: 2024-11-06T12:43

Future Action Items: Enhance server capacity planning and implement more robust load balancing solutions.

Dev Representative: Ian McKellen

RCA Owner: Judy Garland