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| **Autotask Incident Number:** T20210819.0084 & T20210812.0097 | **Device Name:**  **ncapp01.nc.servers. Eminess** |
|  | **Affected Clients: Multiple Clients** |
| **Issue Reported at (HH:MM) & (MM-DD-YYYY):** 08/19/2021 12:15 PM | **Concerned Lead:** Rishi Tripathi |
| **Issue Resolved at (HH:MM) & (MM-DD-YYYY):** 08/19/2021 - 12:15 PM | **Engineer Aligned:** Apeksha Singh |
| **Issue Occurrence: During** 08/19/2021 11:52 AM -12:15 PM | **Severity: Priority 1** |
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| **Problem Reported:** Critical Production Servers got rebooted during Business hours due to the incorrect scheduling of ProVal Agent Procedure | |
| **Impact Analysis**: Multiple Clients and multiple Users were impacted since production Servers got rebooted during business hours. | |
| **Corrective Action (Recovery/Resolution):**  **Chronology: (**08/19/2021)   1. Custom Column Not Populating for Azure AD Connect request was tracked from Michael and Ticket#T20210812.0097 was generated to address it in ProVal’s Ticketing tool. 2. ProVal Team working on the request updated the Master ProVal procedure to add this data in Custom Field. An Engineer aligned and working on the request added the required procedure to the Master one that would populate the Custom Field with Azure AD Connect Information. 3. While updating the requisite procedure, Engineer happened to involve an override that resulted into an addition of another procedure to the master “Safe Mode Reboot Off” along with the actual. 4. This erroneous addition resulted into the abrupt reboots for multiple servers causing unexpected downtime to business operations and users. | |
| **Root Cause:** Engineer aligned for performing the procedure update, failed to follow the set procedures and Guidelines. Overlooking the available details and missing on proof validating the change, led her to ignore the impact of adding the incorrect procedure.  Similar task was performed by the same engineer on previous occasions & multiple environments, but this oversight caused the error on this instance. | |
| **Preventive Action**:   * Change Control Mechanism would be followed whenever any update/modification or addition requests be performed involving all change be authorized and approved. * Thumb rule has been setup on all configurations changes that would undergo an approval by our Lead Engineers. * All configuration changes to be recorded [screen captures] and recorded with proper documentation to outline the change made. | |
| **Observation/ Findings:** The issue happened due to an oversight by an Engineer while following laid down process and failure led to delay in identifying the underline impact of the incorrect addition of procedure. | |
| **Recommendation:**   * We’ll be tagging all configuration changes to track and have a spot audit being done to make sure nothing conflicts and may result into these issues. * We removed all possible scripts from ProVal Master Weekly Procedure that may have a wider impact to critical systems and would only be applied based on the specific request and by our Tech Lead. | |
| **Trend Report:**  **a. Recurrence of the event in last 2 Weeks:**  No  **b. If recurred, mention details & action plan: NA** | |
| **Proactive Measures** | Change Control Mechanism would be followed whenever any update/modification or addition requests be performed involving all change be authorized/approved.  All configuration changes to be recorded [screen captures] and recorded with proper documentation to outline the change made. |
| **Action Plan** | * All Team Members have been coached to ensure no deviations on the laid down processes are observed * All configurations’ changes must be executed once seeking an approval on the action plan followed by capture of recording for configuration change made * Concerned Engineer has been taken through an Improvement Plan and will have stringent auditing in place to avoid any such erroneous |
| **Action Owner** | Puneet Vijayvergi [Service Delivery Manager] |
| **Action Timelines** | To be completed within 48 hours from the incident occurrence. |
| **Assigned To** | Rishi Tripathi [Technical Lead – Kaseya Automation] |
| **Action Status** | Pending on Review with Concerned Engineer |
| **Closure Date** | 23rd August 2021 at 3 PM [Meeting Scheduled Internally] |

**If change is called for corrective action, then fill the details: NA**

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| **Author: Rishi Tripathi** | **Date: 20th August 2021** |
| **Reviewer: Puneet Vijayvergi** | **Date: 20th August 2021** |