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| **Basic Incident Information (L1 Team)** | | | |
| **Incident Report Date** | 07-03-2025 | **Incident Priority** | P0/P1/P2 |
| **Incident Report Time** | 04:17 AM | **Incident Number** | 01 |
| **Incident Start Date and Time** | 07-03-2025, 04:15 AM | **Incident Reported by (Name)** | Sheikh Tanvir Mahtab Ussash |
|  | | | |
| **Service Impact** | Complete outage | | |
| **Impacted Service details** | SMS/OTP Outage For ROBI/AIRTEL & TELETALK | | |
| **Incident Summary** | [ngd-dc2-pt-prod-dmz-sms-app-srv04:7100] System load is critically high, with a significant queue backlog for ROBI/AIRTEL and TELETALK. | | |
| **Description of Incident** | **Incident Start Time:** 07-Mar-2025, **04:15 AM** **Escalation Time:** 07-Mar-2025, **04:47 AM** **Last Data Captured Time:** 07-Mar-2025, **07:26 AM**  The system **[ngd-dc2-pt-prod-dmz-sms-app-srv04:7100]** is experiencing an extreme load of **10,320%**, severely impacting its performance and response time.  Additionally, there is a significant queue backlog:   * **ROBI/AIRTEL:** 142,661 pending requests * **TELETALK:** 9,630 pending requests | | |
| **Steps taken by L1 team** |  | | |
| **Observation of L1 team** |  | | |
| **Supporting logs/evidences by L1 team** |  | | |