Incident Report

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| Initial incident details | |
| Incident raised by | \*\*\*\*\*\*\*\*\* |
| Date and time | 6/1/2022 8 AM EST |
| Applications impacted | Order Management Console (OMC) |

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| Detailed Incident Information | | | |
| Number of users impacted | 10 | Number of orders impacted | 25 |
| Incident Number | INC\*\*\*\*\* | Incident Category | P2 |
| Was the SLA breached | No | Duration of impact | 45 Minutes |

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| Incident description |
| OMC home page is spinning for few users restricting them from accessing the application. This has an impact on processing and provisioning of the orders and the product info associated to the orders failed to reach the downstream systems in time. |

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| Business Impact |
| Order entry through OMC application is stalled for few users as the application is clocking intermittently, thereby creating an impact in end-to-end flow of the orders to downstream systems. |

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| Corrective actions taken |
| During the triage process support team identified that one of the four production nodes was down with OOM exceptions in the logs, due to an overnight batch being in hung state on the impacted node. With the help of windows team OMC support recycled the impacted node, post which the load balancing between the nodes were validated to make sure all the nodes are taking the load as expected with no hiccups and there is no signs of latency in accessing the OMC application. |

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| Lesson/s learned |
| Support teams need to ensure that there should be no batches running beyond their scheduled time and active monitoring needs to be in place for scheduled batches on their start and end times. |

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| Knowledge management |
| Monitoring should be in place for batch jobs in case of any failures and support teams should ensure that data for batch jobs is in right format before the start of each batch and hourly updates in form of automated emails should roll out until the job finishes which includes the data of files processed and failed. |

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| Additional Information | |
| Support teams involved | OMC support, windows, ESD |
| SWAT/Bridge line number | 1-800-\*\*\*\*\*\* |
| Sign off POC | \*\*\*\*\*\*\* |
| All clear time | 1/6/20022 8:45 AM EST |