Incident Report

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| Initial incident details | |
| Incident raised by | \*\*\*\*\*\*\*\*\* |
| Date and time | 6/1/2022 9 AM EST |
| Applications impacted | Business Process Management System (BPMS) |

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| Detailed Incident Information | | | |
| Number of users / batches impacted | 100 | Number of orders impacted | 1000 |
| Incident Number | INC\*\*\*\*\* | Incident Category | S1 |
| Was the SLA breached | No | Duration of impact | 45 Minutes |

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| Incident description |
| Batches that are submitted over the weekend for a critical delivery planned for Monday are failing with ORA error (ORA-01450), Maximum key length exceeded. This is impacting over 100 orders all of which are failing and as a result 1000 of orders are been pushed to error. |

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| Business Impact |
| If the orders are not successfully provisioned by the weekend, it creates a revenue impact to client. And a war room is also opened to monitor the batch processing over the weekend just to make sure that the delivery is on time. Failure of these batches costs a total of $$$$ to client \*\*\* . |

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| Corrective actions taken |
| A bridge is opened by support team and all the critical incident team management POCS are involved, as this is a S1 ticket. Up on triaging the issue over the call, support team found out that the customer name mentioned in the batches exceeds the length of 4500 characters, which is allowed as per the declared DB column value. Prod support prepared an alter statement which helps modifying the column data type value and allows the length of customer name submitted in the batches. As this is a S1 issue and impacting thousands of orders, required approvals were taken to execute the alter statement in prod after checking it in UAT first. Post the successful execution of the query, batches starting running as expected with no hiccups . |

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| Lesson/s learned |
| A problem record has been opened for this issue to tag all the relevant scenarios and a permanent fix suggested to the development team to include the data type size to accommodate 6000 characters. |

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| Knowledge management |
| Before the batch jobs hits the prod servers, support teams should inform users on the DB constraints in place and what are the values allowed. This should be at least done for entries like customer name, date type fields. Practicing this approach would prevent critical batch failures and help users for intime order delivery. |

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| Additional Information | |
| Support teams involved | BPMS support, CIM, DBA and ESD |
| SWAT/Bridge line number | 1-800-\*\*\*\*\*\* |
| Sign off POC | \*\*\*\*\*\*\* |
| All clear time | 1/6/20022 9:45 AM EST |