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| [Incident #](javascript:) | INC0878491 |
| Incident Summary | Delay in report generation for multiple clients. |
| Incident Created Date | 08-06-2023 09:28:04 |
| Problem # | PRB0050018 |
| Problem Assignee |  |
| Problem Assignee Bank ID |  |
| Problem # Created Date | 12-06-2023 12:58:50 |
| Incident Priority (Initial) | U5as |
| Incident Priority (Upgraded/Downgraded) | U3 |
| Caused By Change | Yes |
| Change # | CHG0212711 |
| Service | STRAIGHT2BANKV4-CASH |
| Host Name | HKLPDPS2B001. HKLPDPS2B002 and HKLPDPS2B003 |
| Client Segment |  |
| Potential /Business impact (for S@R only) |  |
| Incident Detection / Analysis |  |
| Final Root Cause Summary  (What is the Root Cause of the Problem) | we could see several impacted SQL's relating to a single partitioned table. That partitioned table had a change at the weekend dropping empty partitions. There was also an element of stats gathering to be executed in that change.  We believe the combination of that change and stats gather led to the invalidations. The teams worked together to pin plans and ensure correct stats were in place getting performance back to normal. |
| Other Observation(s) |  |
| **CORRECTIVE / PREVENTIVE ACTIONS** | |
| Resolution/Corrective Action(s) |  |
| Corrective Action Status |  |
| Corrective Action Owner/Assigned To |  |
| Corrective Action Completion Date |  |
| Resolution/Preventive Action(s) |  |
| Preventive Action Status |  |
| Preventive Action Owner/Assigned To |  |
| Preventive Action Target Date |  |
| Preventive Action Completion Date |  |
| Root Cause T1 | Choose Tier1 |
| Root Cause T2 | Choose Tier2 |
| Root Cause T3 | Choose Tier3 |