Title:	Azure Automation - Mitigated
Tracking ID:	2_R9-HSZ
Event Type:	Service Issue
Status:	Resolved
Service(s):	Automation
Region(s):	East US, West US 2, Canada Central, UK South, North Central US, East Asia, West US, France Central, South Africa North, East US 2, Japan East, Brazil South, UK West, North Europe, UAE North, Norway East, Korea Central
Start time:	2024-01-09T03:21:00.000Z
Resolve time:	2024-01-10T10:13:00.000Z
Last update time:	2024-01-10T11:28:16.891Z
Impacted subscriptions:	5f471e46-f36a-41c8-a597-28968c36a98f

Last update:

Summary of Impact: Between 18:00 UTC on 09 Jan 2024 and 10:13 UTC on 10 Jan 2024, you were identified as a customer using Azure Automation who may have experienced scheduled automation jobs (including update management jobs), invoked from Resource Provider and Webhooks, being delayed or not starting.

Preliminary Root Cause: We determined that this was caused by the backend instance which Azure Automation relies on experiencing an unexpected peak in request volume that exceeded operational thresholds. This caused the requests to pile up, resulting in a high demand in consumption causing users to experience the errors mentioned above.

Mitigation: To mitigate this issue, we optimised the resources which helped the affected instance return to a stable state and begin processing requests. We also added additional resources in the backend to prevent future recurrence. Our telemetry confirmed that full-service functionality has been restored and the issue is fully mitigated and no action is required from the user.

Next Steps: We will follow up in 3 days with a preliminary Post Incident Report (PIR), which will cover the initial root cause and repair items. We'll follow that up 14 days later with a final PIR where we will share a deep dive into the incident.

You can stay informed about Azure service issues, maintenance events, or advisories by creating custom service health alerts (https://aka.ms/ash-videos for video tutorials and https://aka.ms/ash-alerts for how-to documentation) and you will be notified via your preferred communication channel(s).

Update history:

Wed Jan 10 2024 19:28:16 GMT+0800 (Taipei Standard Time)
Summary of Impact: Between 18:00 UTC on 09 Jan 2024 and 10:13 UTC on 10 Jan 2024, you were identified as a customer using Azure Automation who may have experienced scheduled automation jobs (including update management jobs), invoked from Resource Provider and Webhooks, being delayed or not starting.

Preliminary Root Cause: We determined that this was caused by the backend instance which Azure Automation relies on experiencing an unexpected peak in request volume that exceeded operational thresholds. This caused the requests to pile up, resulting in a high demand in consumption causing users to experience the errors mentioned above.

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Wed Jan 10 2024 18:26:34 GMT+0800 (Taipei Standard Time)
Impact Statement: Starting at 18:00 UTC on 09 Jan 2024, you have been identified as a customer using Azure Automation who may experience scheduled automation jobs (including update management jobs), invoked from Resource Provider and Webhooks, being delayed or not starting.

Current Status: We determined that spikes in incoming job requests have caused transient issues with the backend container service which provides auto scaling capacity for requests to Azure Automation in this region. This manifested in the delays and issues with performing jobs. Initially, the platform scaled automatically to accommodate the demand causing an availability drop which returned to a healthy state as scaling operations and request volume normalized.

As we continue mitigation by increasing available resources for use and manually scaling out, customers should begin to see signs of recovery. We will continue to monitor our telemetry throughout this process and address any issues that may occur. Further updates regarding our mitigation status will be provided in next 2 hours or as events warrant.

Wed Jan 10 2024 18:02:05 GMT+0800 (Taipei Standard Time)
Impact Statement: Starting at 18:00 UTC on 09 Jan 2024, you have been identified as a customer using Azure Automation

who may experience scheduled automation jobs (including update management jobs), invoked from Resource Provider and Webhooks, being delayed or not starting.

Current Status: We determined that spikes in incoming job requests have caused transient issues with the backend container service which provides auto scaling capacity for requests to Azure Automation in this region. This manifested in the delays and issues with performing jobs. Initially, the platform scaled automatically to accommodate the demand causing an availability drop which returned to a healthy state as scaling operations and request volume normalized.

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