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| RCA LEAD | Jim.Beyers and Jeffrey.Einhorn | |
| RCA KEY CONTRIBUTORS | ATP and Openstack | |
| INCIDENT DESCRIPTION | SFS - Some orders for store pickup are timing out - Inventories error rates high | |
| INCIDENT #/PRIORITY | INT0189244 P2 | |
| INCIDENT TIMELINE | INCIDENT START | 05/02/2016 8:41 AM |
| TOC ENGAGED | 05/02/2016 8:41 AM |
| RESTORED | 05/03/2016 11:03 AM |
| DURATION | 27 hrs 22 mins |
| CHANGE RELATED | NA – Not casued by change to the PROD ENV | |
| BUSINESS IMPACT | Reduction in FF Orders during the INC | |
| RESTORATION | \*\*Openstack Complete\*\* | |
| ROOT CAUSE SUMMARY | **DIRECT CAUSE**  **What initiated / triggered this event?**  \*\*Openstack Complete\*\*  **CONTRIBUTING FACTORS:**  List the factors that contributed to the Direct Cause, caused delays during recovery and/or contributed to impact. (Technical and process)   1. Hydrating cache members was unsuccessful due to underlying infrastructure issues 2. \*\*Openstack Additions as needed\*\*   Did a type of monitoring (Event/TOC Dashboard) alert support teams and TOC of a production outage prior to an Incident being created? Yes – ATP TOC Dashboard  Did we have adequate documentation for this ecosystem to troubleshoot the issue? (Architecture and process/knowledge documentation) \*\*Openstack Complete\*\*  Did we quickly determine impacts? If not, how can we determine full impact faster? Yes  Are there other systems/locations that could be impacted (but haven’t been yet)? \*\*Openstack Complete\*\*  Was this caused by a change to the production environment (i.e. Change record, RITM, release, patching, Incident restoration activity)? If yes, was the change backed out or were other adjustments made? No\* Initially we suspected that our PROD deployment could’’ve been the cause, but we determined that was not the case.  **Determine the action items needed to ensure Direct Cause and Contributing Factors are addressed so they don’t re-occur. Create Problem Tasks for action items (technical and process).**  \*\*Openstack Complete\*\* | |
| PROBLEM # | PRBxxxxx – list the Problem # related to the Major Incident - \*\*Openstack Additions as needed\*\* | |
| ACTION ITEM (PTASK):  PTASK WORKGROUP / MANAGER: **DIRECT CAUSE:** RECOMMENDED ACTION: | PTASKxxxxx PTASK ServiceNow Workgroup Name and Manager Name  **DIRECT CAUSE:** List Direct Cause description List recommended action to address the Direct Cause and ensure it doesn’t occur again | |
| ACTION ITEM (PTASK):  PTASK WORKGROUP / MANAGER: **CONTRIBUTING FACTOR:** RECOMMENDED ACTION: | PTASKxxxxx PTASK ServiceNow Workgroup Name and Manager Name CONTRIBUTING FACTOR: List the factor that contributed to the Direct Cause. List recommended action to ensure the contributing factor is addressed. | |
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