|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Time** | **People** | **Activities** |
| 2020-01-01 | 09:35 to 10:45 | JM, LT, AP | Issue identified via alert from SCOM to helpdesk, worked with team members to triage and identify scope.  Conclusion; issue lies in storage subsystem. |
| 2020-01-01 | 10:45 | JM | Escalated to duty manager via email to DL.  P1 incident raised: P1000362 |
| 2020-01-01 | 11:00 | JM, AH, GPK, SH,  RD | Conference bridge opened with network, storage, database, and server/virtualization team members.  Discussed scope and activities for troubleshooting. Database team to identify if storage latency inside SQL Server. |
| 2020-01-01 | 11:05 to 12:50 | JM, AP | Issue observed as still happening, collected performance data via SQLDiag between 11:15 and 11:30.  Analysis of data via SQLNexus completed. Identified long running statements with no activity.  File Name: 20200101\_1115\_SqlDiag.zip |
| 2020-01-01 | 12:00 | JM, AH, GPK, SH | Infra teams on bridge to report findings. All other infrastructure systems reporting no anomalous issues.  Recommendation from DBA team to open incident with Microsoft. |
| 2020-01-01 | 12:15 | JM | Opened incident with Microsoft via phone;  Severity: A  Incident #: 2020010100123456  Awaiting Engineer assignment. |
| 2020-01-01 | 12:30 | JM | Email to duty manager providing update on incident raised. |
| 2020-01-01 | 13:45 | JM | Notification of engineer assigned from Microsoft. Defined scope of incident and success criteria.  Microsoft engineer reviewing initial SQLDiag data, requested memory dump, storport trace, and SQLDiag capture from server.  File Name: 20200101\_1350\_SqlDiag.zip  File Name: 20200101\_MemDump01.zip  File Name: 20200101\_StorPort01.zip |
| 2020-01-01 | 14:15 | JM, RD | Advised duty manager of request from Microsoft and obtained authorisation to take memory dump and send to Microsoft for Analysis. |
| 2020-01-01 | 14:30 | JM, AP | SQLDiag used to collect performance stats, minidump collected via SQLDumper.exe at start, during, and after SQLDiag capture. |
| 2020-01-01 | 15:05 | JM | Data uploaded to Microsoft and confirmation of receipt obtained. Engineer to review data and get back to us.  Currently awaiting response. |
| 2020-01-01 | 15:35 | JM, RD | Provided update to duty manager advising of upload to Microsoft and awaiting response. Advised will update in 2 hours unless details received from Microsoft. |
| 2020-01-01 | 17:15 | JM | No response from Microsoft, email sent requesting update. |
| 2020-01-01 | 17:35 | JM, RD | Update to duty manager that Microsoft still looking into issue.  Will update again in 1 hour unless Microsoft responds. |
| 2020-01-01 | 18:15 | JM | Received response from Microsoft, identified bug in SQL Server. Recommendation to restart service to clear hung transactions and update queue length in HBA config. |
| 2020-01-01 | 18:45 | JM, RD, GPK, AP | Updated duty manager with response from Microsoft, requested authorisation for emergency change to system. |