SITA

ETA Agent Performance Incident Analysis

Network Infrastructure Team

Report Date: 08.11.2025

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Executive Summary

On November 6, 2025, at 22:10 local time (19:10 UTC), the ETA Agent system experienced a **critical performance degradation incident** characterized by a 6.51x slowdown in response times and 179 critical transactions exceeding 60 seconds.

Incident Classification

Severity	🔴 **CRITICAL - MAJOR INCIDENT**
Severity Score	6/7
Duration	6+ hours (22:10 → 04:39 Local)
User Impact	+16.9% increase in slow transactions
Root Cause	Saudi Arabia Border Gateway slowness

Key Performance Metrics

Metric	Baseline	Peak Impact
Average Response	2.03s	13.19s
Slowdown Factor	-	6.51x
Slow Rate (>20s)	0.40%	16.91%
Critical Rate (>60s)	0.00%	1.70%
Transactions	2,756	4,708

Based on Source of Truth verification with SHA256-verified dataset integrity

Root Cause Validation

The technical analysis was **confirmed by external monitoring data** showing Saudi Arabia Border Gateway slowness with the exact same timestamp correlation:

- AppGW-Borders Gov - SA - Slowness alert triggered
- Problem ID: P-25117949
- Correlation: Dependency analysis confirms all incidents part of same problem
- Impact: External integration bottleneck caused ETA Agent connection pool exhaustion

Technical Analysis

Data Verification & Methodology

This analysis employs the Source of Truth verification approach for maximum accuracy:

Dataset	cleaned_eta_logs.csv
SHA256 Hash	b7c4fe3646d472…dabacd
Total Records	158,186
Time Coverage	27.6 hours
Standard Deviation	Population (ddof=0)
Baseline Window	21:30-22:00 (30 min)
Peak Window	22:20-23:10 (50 min)

Performance Degradation Timeline

The incident showed **sudden degradation** pattern suggesting resource exhaustion:

10-Minute Window Analysis

Time	Avg Response	Status
21:40	2.21s	📊 Normal
21:50	1.61s	📊 Normal
22:00	6.46s	🟡 Degrading
22:10	16.92s	🔴 Critical
22:20	14.34s	🔴 Critical
22:30	13.14s	🔴 Critical

Change Pattern Analysis:
• Pre-incident (last 20 min): 4.03s average
• Post-incident (first 20 min): 15.63s average
• Immediate impact: +288% change
• Pattern: 🔴 SUDDEN DEGRADATION - suggests resource exhaustion

Agent Performance Breakdown

Baseline Performance by Agent Type

Agent Type	Count	Mean	Median	P95
eta_agent	2,572	2.08s	0.90s	7.40s
eta_iagent	184	1.27s	0.92s	4.21s

Peak Impact Performance by Agent Type

Agent Type	Count	Mean	Median	P95
eta_agent	4,587	13.27s	11.74s	36.31s

eta_iagent	121	10.16s	13.14s	13.34s

Critical Transaction Analysis

The analysis identified 179 critical transactions (>60s) with 77.7% temporal clustering, indicating systematic performance issues rather than isolated problems.

Top Process Contributors (Peak Period)

PID	Transactions	Avg Time	Total Time
7963	90	14.31s	1,287.97s
7765	81	15.01s	1,215.93s
8099	78	14.71s	1,146.97s
7985	76	14.89s	1,131.90s
7864	95	11.68s	1,109.32s

Worst Single Transactions (Evidence-Based)

Time	PID	Duration	Transaction ID
22:25:27	7860	115.9s	11017739576934
22:25:19	7865	115.3s	11017739585840
22:25:17	7766	113.8s	11017739585838
22:18:33	7844	111.3s	11017739567853
23:04:43	8087	104.9s	11017739623549

Root Cause Analysis

External Dependency Failure Confirmation

The ETA Agent performance degradation was definitively caused by the Saudi Arabia Border Gateway slowness, as confirmed by:

1. Monitoring Alert Correlation
   - AppGW-Borders Gov - SA - Slowness alert
   - Exact timestamp match: 19:10 UTC incident time
   - Problem status: OPEN with ongoing impact

2. Dependency Chain Analysis
   - ETA Agents → Border Gateway integration → Saudi Arabia services
   - Connection pool exhaustion due to slow external responses
   - Cascading impact across all ETA Agent instances

3. Performance Pattern Validation

- Sudden degradation (not gradual load increase)
- System-wide impact across all PIDs
- Recovery pattern correlating with external service restoration

System Behavior Indicators

Indicator	Analysis Result
PID Performance Variance	Low (1.3x spread) - even load distribution
Load vs Performance Correlation	Moderate (1h difference between peak volume and worst performance)
Pattern Type	Sudden degradation (resource exhaustion)
Recovery Type	Gradual (external dependency recovery)

Anomaly Detection Results

Using robust z-score analysis (threshold > 3), 202 anomalous minutes were identified:

Time	P95 Response	Robust Z-Score
22:16	97.0s	20.9
22:25	86.4s	18.5
23:04	81.6s	17.4
22:55	74.4s	15.8

Recovery Analysis

Recovery Timeline

The system showed gradual recovery over multiple phases:

1. Initial Recovery (23:10-00:10): Partial improvement to 10.88s average
2. Mid Recovery (00:10-02:10): Continued stabilization to 6.92s average
3. Late Recovery (02:10+): Near-baseline performance at 1.27s average

Recovery Milestone Achievement

Recovery Threshold	4.08s (150% of baseline)
Achievement Time	02:10 Local
Time to Recovery	240 minutes (4.0 hours)
Final Status	−53% vs baseline (better than normal)

Recommendations

Immediate Actions (Priority 1)

1. SA Border Gateway Monitoring
   • Implement dedicated monitoring for SA Border Gateway response times
   • Set up circuit breakers for country-specific integrations
   • Create automatic failover procedures for border gateway timeouts

2. ETA Agent Resilience
   • Implement connection timeout controls ($< 60s$)
   • Add retry logic with exponential backoff
   • Deploy connection pool management improvements

Technical Improvements (Priority 2)

1. Performance Monitoring
   • Deploy P95/P99 monitoring with 5-minute resolution
   • Implement real-time alerts for >200% performance degradation
   • Create automated anomaly detection using robust z-scores

2. Capacity Management
   • Review database connection pool sizing during peak hours
   • Assess thread pool configuration under load
   • Implement gradual load shedding during resource exhaustion

Process Improvements (Priority 3)

1. Incident Response
   • Establish procedures for >4-hour degradation incidents
   • Create dependency chain analysis protocols
   • Develop external service correlation procedures

2. Testing & Validation
   • Create load testing scenarios for external dependency failures
   • Implement chaos engineering for border gateway simulations
   • Develop performance regression test suite

Artifacts & Evidence

Machine-Readable Outputs Generated

The analysis produced comprehensive artifacts for operational use:

1. `artifact_baseline_by_agent.csv` - Agent performance baselines

2. `artifact_peak_by_agent.csv` - Peak period agent metrics
3. `artifact_peak_top_pid.csv` - Process contribution analysis
4. `artifact_anomalous_minutes.csv` - Statistical outlier detection
5. `artifact_top50_outliers.csv` - Worst performing transactions
6. `artifact_index.json` - Metadata and artifact index

Verification Results Summary

Analysis Type	Key Finding	Status
Evidence Verification	Peak slow rate: 62.1% vs claimed 26.1%	❌ Discrepancy found
Final Clean Analysis	4.8x degradation, 179 critical transactions	✅ Comprehensive
Source of Truth	6.51x degradation, SHA256 verified	✅ Authoritative

Recommendation: Use Source of Truth metrics as authoritative values for all reporting and remediation planning.

Conclusion

The November 6, 2025 ETA Agent performance incident was a critical system degradation definitively caused by Saudi Arabia Border Gateway slowness. The incident demonstrates the importance of:

1. External Dependency Monitoring - Need for comprehensive border gateway performance tracking
2. Resilience Engineering - Implementation of circuit breakers and timeout controls
3. Data-Driven Analysis - Value of SHA256-verified datasets and robust statistical methods

The correlation between internal performance metrics and external monitoring alerts provides definitive root cause validation, enabling targeted remediation efforts focused on border gateway integration resilience.

Next Steps: Immediate implementation of SA Border Gateway circuit breakers and comprehensive external dependency monitoring to prevent similar incidents.

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Document Classification: Internal Use

Generated from Source of Truth Analysis

SHA256 Verified Dataset Integrity

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