# Incident Report

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| Incident | <http://gsm.mmm.com/ITSM/Inc_Detail.aspx?ID=IM1293558> |
| When | Feb 17, 2015 at 4:22 pm CST. |
| Severity | Service Degradation |
| Duration | 5 hours 30 minutes |
| Description | Multiple people within the Murray, UT facility reported an error when accessing tfs.mmm.com. The incident was reported at 5:21 PM CST, and escalated to a critical priority at 7:28 PM CST. |
| Resolution Time | Resolved at 7:52 PM CST by rebooting the suspect front end server, incident marked resolved at 8:56 PM CST. |
| Root Cause | The TFS front end server – tfsprod01 – was found to be in an unstable state, caused by software updates. After the updates were applied, the TFS application became unstable, and failed to recover on tfsprod01 only. The load balancer continued to direct traffic to the non-functioning node. The secondary TFS Front End Server – tfsprod02 - continued to function properly. |

## Process Improvement Steps

From the incident investigation, these improvements have been identified.

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| **Step** | **Description** | **Timeframe** | **Lead** |
| Improve Load Balancer Rules | A critical ticket is currently open with the IT Load Balancer team to improve the detection of a failed node, and direct traffic to functioning nodes only. The improvements include a full authentication of a user onto the application site (https://tfs.mmm.com/tfs) and inspect the result for an http code of 200.  A Health Check was deployed that interrogates the TFS node for application functionality. | Ongoing – delayed due to security changes – est. complete by 2/27.  **Deployed 2/27** | Mike O’Brien |
| Communication with remote office Generalists to add to Knowledge Base | This is up to each remote sites.  For Murray, they have a list of applications so they could just simply add TFS to the list of applications.  That specific line (below) states that if the client is having issues with one of the listed applications to search for the KB for that application.  For instance (from Murray’s KB):  Is the client having problems with a **corporate standard application/software** (i.e., Lotus Notes, MS Office products, **(Add “TFS” here)**, Cybershift, Global Crossing, GEDW, Good, COMS, CARS, PCDucs, EOS, BCF, CMT, ICE, ITSM, Post-it Notes, AnyConnect Client, Visio, Teradata, McAfee Anti-Virus, Peoplesoft, On-Demand and Sametime).  If **yes**, search Knowledge for that application/software solution and follow it. **-or-**  If they prefer to separate it, have them add the following:  Is the client having problems with Team Foundation Server (TFS).  If **yes**, search the Knowledgebase for TFS and escalate accordingly. (TFS KB = KM65602)  Additionally, the local site Generalist should link to the ETFS Knowledge base article: **KM65602** | Estimate complete by 2/27  **Communication ready – waiting on list of IT Generalists to complete.** | Mike O’Brien |
| Accelerate Implementation of Monitoring of TFS using SCOM | A request for monitoring of ETFS was made previously to the 3M IT SCOM group. ETFS is currently waiting implementation of TFS Services monitoring.  HIS to aid in increasing the priority. | Ongoing  **Est. – soft commitment by SCOM team - end of March 2015** | Mike O’Brien |
| Add Priority to online IT Help link | A priority selection will be added to the online IT Help ticket for ETFS: <http://ithelp.mmm.com/Request.aspx?Id=CHBS-SR> | Ongoing – est. complete by 3/6 | Emily Gregerson |