# Incident Report

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| Incident | <http://gsm.mmm.com/ITSM/Inc_Detail.aspx?ID=IM1792308> |
| When | August 13, 2015 at 7:08 pm CST. |
| Severity | Service Outage |
| Duration | 2 hours 6 minutes |
| Description | The F5 load balancer reported alerts that both TFS front end machines were not accessible. |
| Resolution Time | Resolved at 9:14 PM CST by IT DBA team by re-establishing connectivity to the SQL data tier. |
| Root Cause | Routine maintenance of the data tier machine was performed, and database services did not failover to the secondary node resulting is a loss of communications between the application and data tier. |

## Process Improvement Steps

From the incident investigation, these improvements have been identified.

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| **Step** | **Description** | **Timeframe** | **Lead** |
| Determine cause of Data Tier failover, and fix | Investigation on root cause of the failover failure is underway with the Infrastructure, Windows Clustering and DBA teams.  Candice investigating with SA team | Target complete by 8/21/2015. | Mike O’Brien |
| Test Failover | Once the root cause has been determined, a test to ensure database failover is working correctly will be performed. | Schedule by 8/27/2015 | Mike O’Brien |