# Incident Report

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| Incident | http://gsm.mmm.com/ITSM/Inc\_Detail.aspx?ID=IM1942337 |
| When | Oct 11, 2015 8:04 PM |
| Severity | Outage |
| Duration | 3 hours 4 min |
| Description | Database instance was offline (PRODSQLCL220). |
| Resolution Time | Resolved at 11:08 by bringing machine back online. |
| Root Cause | Under investigation. |

## 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 10/16/2015. | 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 10/16/2015 | Mike O’Brien |