

2023-12-07 – LATAM Duplo – ODS – SuperAries Work flows

Incident Description:

1. EMEA Users and Broadcast Ops were viewing incorrect Language components for Russian Language in SuperAries report.
 2. LATAM Users and Broadcast Ops were viewing deleted workorders in SuperAries report.
 3. LATAM users were viewing missing Audio component in MiSR report after cancellation of work orders in Duplo 2.0
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How was the incident detected?

The Incident was notified when Duplo Product and engineering teams were on a call with the user community to discuss the Delta report requirements. Once the issue was discussed, the same was sent in Email and slack channel by broadcast ops team.

The issue was raised on call on 7th December 2023 at India Time 7:30PM

What were the symptoms?

EMEA users noticed wrong components like Russian language associated with events when they created SuperAries report.

Work orders with Russian Language components should not have been displayed in the report.

1. Work orders that were deleted in Duplo 2.0 (via clean up activity in the backend) was displayed in the reports used by operators (SuperAries Report)
 2. Work orders that were cancelled in Duplo 2.0 was displayed in the reports used by the operators (MiSR report)
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What was the customer or business impact?

For issues listed above in section 3:

The users were seeing information in both SuperAries and MiSR reports which were incorrect as listed below:

· Users had to regenerate the schedules multiple times and revalidate the schedules to ensure Russian component was not being displayed (EMEA)

and deleted orders were removed from the SuperAries report for LATAM.

· Users had to regenerate the schedules multiple times and revalidate the schedules to ensure the cancelled orders were not being displayed in MiSR reports.

Reproduce the steps:

1. Broadcast ops schedules and generates a Super Aries report via SuperAries UI to view the report for correct components to go ahead with the schedules.
 - a. Actual behaviour: Russian components were being displayed for EMEA which was incorrect.
 - b. Deleted orders were being displayed for LATAM which was incorrect.
 2. Broadcast ops and user community generates MiSR reports to validate the schedules.
 - a. MiSR report was generating information for cancelled orders.
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How was the issue resolved?

1. EMEA Users and Broadcast Ops were viewing incorrect Language components for Russian Language in SuperAries report.
 - a. Duplo team had communicated to SuperAries that the launch of SuperAries was only specific to LATAM and not APAC/ EMEA
 - b. SuperAries and ODS had included EMEA and APAC in their query. Their assumption was since EMEA was not onboarded to Duplo 2.0 the languaging work orders should not affect the report generation.
 - a. However EMEA is dual tracking at the moment for some channels as they will move to Duplo 2.0 early next year for languaging (they are currently on Duplo 1.0).
 - c. ODS team removed the reference of EMEA/ APAC from their query and had information only for LATAM in their ODS tables. SuperAries accesses ODS to generate the report.
 - d. This solution of removing other regions from ODS side did not need a deployment from SuperAries.
 - e. After changes in ODS, Broadcast team regenerated the report and reviewed all the programs which was earlier generating components for Russian language and noticed these components removed.
 - f. Once the validation was confirmed and user/ broadcast team signed off on the same, the issue was considered as resolved.
2. LATAM Users and Broadcast Ops were viewing deleted workorders in SuperAries report.
 - a. LATAM users had added multiple orders during testing phase, which Duplo team had cleared and deleted from Duplo DB and back up DB on Nov 21 as per the instructions provided by LATAM users.
 - b. ODS was not reflecting this change and was displaying deleted work orders in their tables. ODS then refreshed their Data tables to acquire latest information and this issue was resolved for immediate issue fix.
 - c. After changes in ODS, Broadcast team regenerated the report and reviewed all the programs which was earlier deleted and reflecting in the report was being removed.
 - d. Once the validation was confirmed and user/ broadcast team signed off on the same, this issue was considered as resolved

Note: The users do not have the option to delete any orders from Duplo 2.0 front end. This is a complete backend activity.

- e. This issue was fixed completely on Friday 8th Dec end of day EST.

3. LATAM users were viewing missing Audio component in MiSR report after cancellation of work orders in Duplo 2.0
 - a. ODS refreshes data every 15 mins. When the users accesses SuperAries to generate the report, SuperAries takes the latest information from ODS.
 - b. The periodic polling from Duplo to ODS was stopped temporarily to resolve the bug in the ODS with respect to pulling deleted work orders from Duplo (issue 2)
 - i. This resulted in cancellation orders not getting updated in time for superaries to get an update for longer duration.
 - c. The orders were cancelled at 3:30pm and generation of reports happened at 6:30pm.
 - d. ODS has restarted periodic polling services and this issue was also fixed
 - i. Users should be able to see updates from Duplo getting reflected in ODS/Super Aries within 30 minutes time (Periodic polling is scheduled for 15 minutes and + some extra time to cater to the 2 queries from ODS to Duplo and Super Aries to ODS might take!)

Timeline

Dec 7, 2023 at 7:30 PM Issue raised during a call.

Dec 7, 2023 at 7:30 PM Acknowledged by Sowmya V Srinivasan in call.

Dec 7, 2023 at 9:30 PM On call analysis of the issue with ODS, super aries, Duplo product and engineering team, Broadcast ops and user community

Dec 7, 2023 at 9:30 PM Issue 1 and 2 resolved as per the steps explained above

Dec 8, 2023 at 4:30 AM Issue raised on slack and emails for issue 3 Acknowledged by Sowmya V Srinivasan on call

Dec 8, 2023 at 6:30 PM Issue resolved by restarting the polling services and users regenerating the reports to validate the same

5-Whys & Root-Cause

Problem Statement - User viewing incorrect information with respect to languaging components and deleted orders when they generated the SuperAries report which reflected this information.

Users viewing incorrect information with respect to cancelled orders while viewing the MiSR reports.

Why did user face this issue? Incorrect mapping in SuperAries and ODS polling services stopped to fix deleted order issues which resulted in users not seeing updated information in MiSR report

Root Cause – Mapping on APAC and EMEA as part of SuperAries launch resulted in wrong languaging components reflecting in SuperAries report.

To fix the deleted orders issues, the polling services were stopped in ODS which did not update the cancellation orders information in ODS resulting them being displayed in the MiSR report.

Solution discussed is:

1. To only map LATAM for SuperAries go live in LATAM and remove APAC and EMEA
 2. To refresh the data to display the correct information in ODS for deleted orders
 3. To restart the polling services so that once the user cancelled the orders in Duplo, the information is stored in ODS which shall reflect in SuperAries and MiSR reports
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Overall learnings and recommendations

User training may be required for users to understand the flow of the information between Duplo 2.0 – ODS – SuperAries, so that correct component/ application to pick up the issue for resolution.

Overall Learnings and Recommendations

1. Lessons learned: Correct channel to be used by users to raise the issue and recognising the flow of information from Duplo to SuperAries.
 2. What went well? Collaboration with users, broadcast ops, Duplo teams, ODS and Superaries to identify and rectify the issue. Abid Jainul from IDC engineering helped to analyse and oversee the understanding across teams to solve the issue.
 3. What can be improved? To educate all users on the workflow so that correct incident report can be raised via channels to fix the issue Having one point of contact lead through the investigation.
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Operational Excellence Learnings and recommendations

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 1. Architecture of Duplo/ ODS/ Superaries to be sensitized with all stakeholders 1. https://warnermedia-my.sharepoint.com/:w:/r/personal/l/jainul_abid_wbd_com/_layouts/15/doc2.aspx?sourcedoc=%7B3D453636-D1D3-4986-AEC8-CFCBAB06BED7%7D&file=Duplo%20Super%20Aries%20Integration.docx&action=default&mobileredirect=true&wdLOR=c2F718B34-0F47-6448-8E56-40D8A46AF5D3
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