

Incident ID: INC001

Team: Network

Problem: High latency in API calls

Root Cause: Misconfigured load balancer rule

Resolution: Updated the load balancer configuration

Incident ID: INC002

Team: Database

Problem: Unable to connect to DB cluster

Root Cause: Expired SSL certificate

Resolution: Renewed the certificate and restarted services

Incident ID: INC003

Team: Storage

Problem: Frequent disk IO errors

Root Cause: Faulty SSD on node 4

Resolution: Replaced the faulty SSD

Incident ID: INC004

Team: Application

Problem: Web app timeout errors during peak hours

Root Cause: Inefficient database queries under load

Resolution: Optimized queries and added caching layer

Incident ID: INC005

Team: Security

Problem: Unauthorized login attempts detected

Root Cause: Exposed SSH port with weak password policy

Resolution: Implemented IP filtering and updated SSH policy

Incident ID: INC006

Team: DevOps

Problem: CI/CD pipeline failing during deployment

Root Cause: Corrupt Docker image in registry

Resolution: Rebuilt image and purged cache in registry

Incident ID: INC007

Team: Monitoring

Problem: Missing alerts for CPU spikes

Root Cause: Incorrect threshold set in alert rule

Resolution: Adjusted alert thresholds and tested rules

Incident ID: INC008

Team: Network

Problem: Intermittent packet loss in VPN

Root Cause: Flaky link between data centers

Resolution: Rerouted VPN over redundant link

Incident ID: INC009

Team: Database

Problem: Slow replication between master and slave

Root Cause: Heavy write load and insufficient bandwidth

Resolution: Scheduled heavy writes during off-peak hours

Incident ID: INC010

Team: Storage

Problem: Backup process failing nightly

Root Cause: Quota exceeded on backup volume

Resolution: Increased volume size and enabled cleanup job

Incident ID: INC011

Team: Support

Problem: Users unable to reset password

Root Cause: SMTP server misconfiguration

Resolution: Updated SMTP credentials and restarted service

Incident ID: INC012

Team: Analytics

Problem: Missing data in dashboards

Root Cause: Kafka topic retention too short

Resolution: Extended retention policy to 7 days

Incident ID: INC013

Team: DevOps

Problem: Automated deployment failed on staging

Root Cause: Version mismatch in config templates

Resolution: Synced config files and added version check

Incident ID: INC014

Team: Application

Problem: Service returns 500 error intermittently

Root Cause: Memory leak in new service version

Resolution: Rolled back release and fixed memory issue

Incident ID: INC015

Team: Monitoring

Problem: Too many false positive alerts

Root Cause: Test environment accidentally monitored

Resolution: Excluded non-prod environments from alert config