# Oberbaum Group – Postmortem

## Incident details

At 17:30 on Monday 23rd February, the team was alerted to an issue with our AKI detection system with the following message: “NO AKI RESULTS DETECTED. PANIC.”

## Root cause

We have determined that the root cause of failure was that the server’s plug had been pulled out. In simple terms, what went wrong was a lack of power to the server, meaning that our results were not able to be sent on the pager system.

## Actions taken to resolve incident

To fix the problem, we plugged the server back in. This restored power and allowed messages to be received again. The messages that weren’t able to be sent have been stored in our secret bucket, so no test results have been lost.

## Engineering actions to prevent further such incidents

To prevent this from happening again, we have asked people not to pull the plug out. We have also added some unit tests to detect when a power outage has happened and to check if a backup generator is available.

## Process changes to reduce time to resolution

From the time the alert was sent to the time we implemented our remedy, it took 115 minutes. Of this time, we recognise that we could have been quicker at diagnosing the cause of failure, as it was challenging to co-ordinate efforts before 9am. In future, we will all be on standby from 8am while we know the service is live.