# Title: RCA Analysis:

## **1.  Account Timezone during Import**

**Impact:**

The issue was in Staging Impact time: Blocked deployment for a day

**Root cause:**

* Changes during Code review were not unit tested and the use case broke.
* The user chooses one date format - the following data is in a different format, the record fails - we have handled some possibilities of the formats, could add more possibilities of parsing during record failures.

**Reasons & Keys to Avoid:**

* Lots of use cases with lots of combinations with dates, time, timezones which could have been figured in the development/testing while writing test cases.
* Code changes in the code review should be re-verified and impactful areas re-tested fully. The test plan should be updated once code change happens, the dev has to ensure the same has been conveyed to the QA. Branch automation we missed which would have helped.

**Action Items:**

Dev has to Convey the review changes to QA as in when the review changes are done QA will ensure the Branch automation and update test plan according to the changes.

## **2. Import UX**

**Impact:**

* Issue 1 - was in Prod for 1 customer.
* Issue 3 - was in Prod for 1 customer.
* Issue 2, 4 - No customer reported. Identified internally and fixed

**Impact time:**

* Issue 1, 2 - 2 hours of dev time by Bhagi Issue
* Issue 3, 4 - 4 days of dev time by Venkat

**Root cause:**

* Issue 1 - If the customer doesn’t refresh the page and tries the import then the old payload reflects and comes as nil in the payload. API change was not backward compatible.
* Issue 2 - Plan, Role, Field Permissions checks should have been done, Plan checks missed, so for Sprout customers the import was blocked with 500.
* Issue 3 - Dependency fields - Dev, QA Test cases were missing. Change in implementation of fetching the required attribute of the dependent fields.
* Issue 4 - Sub Module Mandatory fields - Dev, QA Test cases were missing. Change in implementation of fetching the required attribute of the fields of the sub-module.

**Reasons & Keys to Avoid:**

* Dev, QA Test cases should have been added which in turn would have found the issue in dev env itself.
* Access, Roles, Plans, Field Permissions should be verified.
* Code changes in the code review should be re-verififed and impactful areas re-tested fully.
* Test plan should be updated once code change happens, dev has to ensure the same has been conveyed to the QA.

**Action Items:**

* Test cases could have been written with dependent features in mind, and access, roles, permissions based features.
* Tagging the ticket with the items/features which are inter-related to be tested