**Runbook for Troubleshooting Offboarding Issues with Incorrect or Null End Dates**

**1. Overview**

This runbook provides a step-by-step guide for troubleshooting issues where offboarding dates are not reflecting correctly and showing as null in the database. This issue typically arises due to incomplete offboarding processes or sync failures between Snowflake and DynamoDB.

**2. Symptoms**

* Offboarding dates are null in the slingshot\_tenant\_info table.
* The CONTRACT\_STATUS shows as OFFBOARD\_COMPLETE, but end dates are missing.
* DynamoDB shows incomplete offboarding details.
* Shares are still visible in Snowflake even after the offboarding process.

**3. Root Cause**

* The offboarding process was triggered but did not complete successfully.
* Sync failure between DynamoDB and Snowflake.
* Task status not updating properly.

**4. Troubleshooting Steps**

**4.1 Verify Offboarding Status in Snowflake**

1. Check the slingshot\_tenant\_info table to confirm the CONTRACT\_STATUS.

SELECT \*

FROM slingshot\_central\_replicated\_db.slingshot\_tenant\_info

WHERE org\_name = 'KIEWITCORPORATION';

1. If the CONTRACT\_STATUS is not set to OFFBOARD\_COMPLETE, then check tenant\_account\_info table for primary account status and then login to region in our case(azure\_southcentral\_us) and then check shares.

**4.2 Check Inbound and Outbound Shares**

1. Run the following query to identify if the share was dropped:

SHOW SHARES IN ACCOUNT;

1. If the share is missing, the tenant is offboarded. Otherwise, offboarding is incomplete.

**4.3 Verify DynamoDB Records**

1. Access DynamoDB and check the slingshot-onboarding table.
2. Look for the following fields:
   * contractStatus: Should be OFFBOARD\_COMPLETE.
   * completionTimestamp: Should reflect the end date.
   * SF\_ACCOUNTS\_OFFBOARDED: Should be true.
3. Example JSON from DynamoDB:

"contractStatus": "OFFBOARD\_COMPLETE",

"completionTimestamp": 1737582937636,

"SF\_ACCOUNTS\_OFFBOARDED": true

**4.4 Validate Offboarding Logs**

1. Check slingshot\_customer\_logs for the offboarding process logs:

SELECT \*

FROM slingshot\_customer\_inbound\_db.slingshot\_customer\_logs

WHERE tenant\_id = '9WNRROBE'

AND event\_name = 'OFFBOARD\_COMPLETE';

**5. Resolution Steps**

1. **Update DynamoDB Records:**
   * Ensure completionTimestamp is set.
   * Set SF\_ACCOUNTS\_OFFBOARDED to true.
   * Set TENANT\_RECORD\_UPDATED to true.
2. **Trigger Sync Process:**
   * Ensure DynamoDB updates reflect in Snowflake.

**6. Validation**

1. Recheck the slingshot\_tenant\_info table for correct end dates:

SELECT \*

FROM slingshot\_central\_replicated\_db.slingshot\_tenant\_info

WHERE tenant\_id = '9WNRROBE';

1. Confirm that shares are no longer visible:

SHOW SHARES IN ACCOUNT;

1. Ensure DynamoDB reflects updated timestamps and statuses.

**7. Preventive Measures**

1. Ensure the customer accepts the outbound share before offboarding.
2. Monitor Snowflake tasks and streams for failures.
3. Set up alerts for null OFFBOARD\_DATE fields.
4. Regularly audit DynamoDB and Snowflake syncs.

**8. Contacts**

* **Engineering Support:** engineering-support@example.com
* **Customer Success Team:** customer-success@example.com

**9. Appendices**

1. **SQL Queries Used:** As documented above.
2. **Screenshots:** Insert screenshots of the Snowflake queries, DynamoDB records, and metadata collection events here.