**Classifications**

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| **Headline** |  |  |
| [mm/dd/yyyy][title] |  | Shows when the outage happen and headline related to the issue |
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| **Outage type** |  |  |
| P-yes | Planned outage |  |
| p-no | Unplanned outage |  |
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| **Outage duration** |  |  |
| t- | Outage duration | M for minutes, h for hours and d for days. Eg: t-1h30m means the outage happen for 1 hour 30 minutes. |
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| **Rootcause** | **(Can be Multiple)** | **Description** |
| r-admin | About human error | An outage happens because of human error, eg ... |
| r-bug | About bugs | An outage happens because of buggy system |
| r-cap | About capacity | An outage happens because of capacity problem. Eg: too much users accessing a service. |
| r-config | About configuration problem | An outage happens because of configuration problem. Eg, automate configuration failures |
| r-cross | About cross service | An outage happens because of cross service. In the other word, an outage happen because other service down. |
| r-fail | About availability | Disk problem, overheat, server down, power outage, and hardware failure. |
| r-natdis | About scalability | An outage happens because of natural disaster. Eg light strike, cable cut, etc.. |
| r-upgrade | About upgrade | An outage happens because of updating software or maintenance. |
| r-sec | About security | An outage happens because of security problem. Eg hack, DoS, etc. |
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| **Implications** | **(Can be multiple)** | **Description** |
| I-loss | Data loss |  |
| I-down | System goes down entirely and cannot be used |  |
| I-op | Operation failure |  |
| I-perf | Performance problem, slow load. |  |
| I-sec | Deface, data stolen, XSS |  |
| I-stale | Inconsistency data |  |
| I-unk | Unknown implication |  |
|  |  |  |
| **Fix/sultion** | **(Can be multiple)** | **Description** |
| f-maint | Maintenance | The outage was fixedby turn down the services and perform maintenance |
| f-restart | Restart | The outage was fixed by restarting the services without any change |
| f-fix | Fixing sorftware, hardware or configuration | The outage was fixed by modify a software, configuration or replace the hardware |
| f-add | Adding resource | The outage was fixed by adding additional resource, eg: add bandwith, add more disk |
| f-restore | Restore a service | The outage was fixed by restoring the previous version of system/software. |
| f-cross | Do nothing | The outage was fixed by other services. Eg: cloud services user |