**Pending ServiceNow tickets:**

INC123456789

INC136546546

INC464656768

**P1/P2 Calls status:**

P1 Ticket kept on hold and IR preparation is pending if you have free time please prepare I shared all info in the hourly update mail.

Issue: There is an alert stating that there is no DB connectivity for the application server received in UIM at 15:10.

Immediately validated the splunk dashboards and came to know that there is business impact, opened P1 call at 15:12.

All teams joined and started troubleshooting and came to know that the incoming requests are failing due to there is no DB connectivity to process. Which further ultimately the END users will get affected.

At 15:30 DB teams confirmed that issue was resolved after restarting the db servers.

RCA: Blocking sessions occurred in multiple DB servers.

IMPACT: 16% of business impacted

**Other Information:**

There is a scheduled call at 3:15PM with the Support team, Please join.

There is a scheduled maintenance window for client ABC from 4:00 IST to 13:30 IST.

Web01 server is frequently stopping httpd service. Took offline Please dont bring it online.

Prakash from infra team VPN Access was not removed as he is still want the access, Please check with him once after 1:00 AM and revoke the access.