

[Summary / title goes here]

Investigation driver: Hector LeMans
Investigation contributors: Glottis, Olivia Ofrenda
Last Update: 2020-06-08
Status: Reviewed
Start time: 2018-01-10 00:30
End time: 2018-01-10 08:50
Duration: 08:20
TTR SLA: 2H
Severity Index: 1.11675
Severity: Critical

Table of contents

1	History	1
2	Impact	1
3	Root Cause(s)	1
4	Trigger	1
5	Resolution	2
6	Detection	2
7	Affected Business Units	2
8	Affected Services	2
9	Timeline	2
10	Action Items	2
11	Glossary	3
12	Appendix	3

1 History

Version	Date	Author	Comment
0.1	2018-01-11	Merche Colomar	Draft
0.2	2018-01-12	Manny Calavera	Review

2 Impact

Type	Yes / No	Estimated loss
Operational	==	500K queries to database
Financial	==	\$2 000 000,00
Reputational	==	

3 Root Cause(s)

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

4 Trigger

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur

5 Resolution

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

6 Detection

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

7 Affected Business Units

Name	Yes / No
Product	<input type="checkbox"/>
Operations	<input type="checkbox"/>
Finance	<input type="checkbox"/>
Engineering	<input type="checkbox"/>
Infrastructure	<input type="checkbox"/>
IT	<input type="checkbox"/>
...	<input type="checkbox"/>

8 Affected Services

Name	CMDB IC	SLI	SLO	Burned SL	Degraded	Unavailable
Application X	8a610aa0-6347-40d3	0.0%	99.80%	99.80%	<input type="checkbox"/>	<input type="checkbox"/>
Database Y	735c0f0b-88ba-422d	98.30%	99.80%	1.50%	<input type="checkbox"/>	<input type="checkbox"/>
...					<input type="checkbox"/>	<input type="checkbox"/>

9 Timeline

Timestamp	Event description
2018-01-10 00:30	Lorem ipsum dolor sit amet, consectetur adipiscing elit
2018-01-10 00:34	sed do eiusmod tempor incididunt ut labore et dolore magna aliqua
2018-01-10 00:48	Ut enim ad minim veniam, quis nostrud exercitation ullamco
...	

10 Action Items

Item	Type	Owner	Tracking Issue	Pre-emptive Priority
Lorem ipsum dolor sit amet	Mitigate	Merche Colomar	APP-1234	Urgent
tempor incididunt ut labore et dolore magna	Prevent	Don Copal	APP-5678	Urgent
Ut enim ad minim veniam	Process	Salvador Limones	DB-1234	Urgent
consectetur adipiscing elit	Process	Manny Calavera	N / A	Urgent
...				

11 Glossary

CMDB IC:	Configuration Management Database Identification Code
SL:	Service Level
SLI:	Service Level Indicator (one that can reflect uptime or availability)
SLO:	Service Level Objective (one that can reflect uptime or availability)
SLA:	Service Level Agreement
TTR:	Time to Recovery
Burned SL:	Difference between the SLO and the SLI
Severity Index:	The calculated value used to establish the incident's Severity
Pre-emptive Priority:	The follow-up action items' priority established from the resulting Severity

12 Appendix

Severity Index / Severity / Priority matrix:

Severity Index	Severity	Pre-emptive Priority
> 0.8	Critical	Urgent
> 0.6 and <= 0.8	High	High
> 0.4 and <= 0.6	Medium	Medium
> 0 and <= 0.4	Low	Low

Severity Index calculation:

- Duration index: $0.1 \times \text{Duration (minutes)} / \text{TTR SLA (minutes)}$
- Financial impact index:
 - $(\text{Financial impact Estimated loss} > 0 ? 0.4 : 0.0) + (\text{Financial impact Estimated loss} \times 0,0000001)$
- Reputational impact index: $\text{Reputational impact Estimated loss} > 0 ? 1.0 : 0.0$
- Affected Services index (add, per each service):
 - $(\text{Unavailable} == \text{True} ? 0.1 : 0.0) + ((\text{Degraded} == \text{True AND Burned SL} > 0) ? 0.05 \times \text{Burned SL} : 0.0)$

Severity Index for this post-mortem case:

- Duration index: $0.1 \times 500 / 120 == 0.416$
- Financial impact index: $0.4 + 0.2 == 0.6$
- Affected Services index:
 - For service Application X: $0.1 + 0.0 == 0.1$
 - For service Database Y: $0.0 + 0.00075 == 0.00075$
- Total Severity Index: $\text{Duration index} + \text{Financial impact index} + \text{Affected Services index(N)}$
 - $0.416 + 0.6 + 0.1 + 0.00075 == 1.11675$

Which, according to the Severity Index / Severity / Priority matrix, establishes a Severity of **Critical** and a Pre-emptive Priority of **Urgent**