[Summary / title goes here]

Investigation driver: Hector LeMans
Investigation contributors: Glottis, Olivia Ofrenda
Last Update: 2020-04-23
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

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)

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4 Trigger

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5 Resolution

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6 Detection

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7 Affected Business Units

Name	Yes / No
Product	▬
Operations	▬
Finance	▬
Engineering	▬
Infrastructure	▬
IT	▬
…	▬

8 Affected Services

Name	CMDB IC	SLI	SLO	Burned SL	Degraded	Unavailable
Application X	8a610aa0-6347-40d3	0.0%	99.80%	**99.80%**	▬	▬
Database Y	735c0f0b-88ba-422d	98.30%	99.80%	**1.50%**	▬	▬
…					▬	▬

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

Severity Index for this post-mortem case:

- Duration index: 0.1 x 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: Duration index + Financial impact index + 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**