[Summary / title goes here]

**Investigation driver:** Hector LeMans

**Investigation contributors:** Glottis, Olivia Ofrenda

**Last Update:** 2020-04-22  
**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

# History

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

# Impact

|  |  |  |
| --- | --- | --- |
| **Type** | **Yes / No** | **Estimated loss** |
| Operational |  | 500K queries to database |
| Financial |  | $2 000 000,00 |
| Reputational |  |  |

# Root Cause(s)

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# Trigger

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# Resolution

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# 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.

# Affected Business Units

|  |  |
| --- | --- |
| **Name** | **Yes / No** |
| Product |  |
| Operations |  |
| Finance |  |
| Engineering |  |
| Infrastructure |  |
| IT |  |
| … |  |

# 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%** |  |  |
| … |  |  |  |  |  |  |

# 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 |
| … |  |

# 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 |
| … |  |  |  |  |

# 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

# 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**