Root Cause Analysis for JIRA **AESEDI-53447**

**Incident Date:**

2nd November 2019

**Administrator:**

Senthil Nathan M (Operations Team)

**Problem Summary:**

On 1st November 2019, customer reported that the data was not sent from AES EDI.

**Recovery:**

The missing records were identified at 11:56 AM on the same day and were then manually processed by 1:00 PM.

**Impact:**

486000 records were totally affected due to this incident. These records which should’ve been processed by 11:30 PM were finally processed after a delay of 1 hour 30 minutes.

**Root Cause:**

Subsequent investigation showed that the records were sent but due to an ongoing issue with AES CIS service, further processing of the records were impacted. This issue is already being tracked under JIRA, AESCIS-38263.

Any failure in record processing should’ve been detected by the CIS side monitoring which didn’t work as expected in this case. Upon further investigation, it was found that the same issue which affected records process (AESCIS-38263) also prevented failure alerts as well.

**Action Items:**

|  |  |
| --- | --- |
| Action | Owner |
| Address AESCIS-38263 on a priority | CIS Operations Team |
| Until AESCIS-38263 is addressed, setup an alternative monitoring and alerting system in place | EDI Operations Team |

**Current Status:**

Resolved