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Outage title

Status

Timeline

date (UTC +0)	event
2020/04/20	A customer call a CS to signal an incident

Impact

Indicate what is the impact on user during the incident, please give information with precision

Root Cause Analysis

Identify “root causes” of problems or events. The primary goal of using RCA is to analyze problems or events to identify: - What happened - How it happened - Why it happened

Action items

action	jira
Limit database connection pool size	https://jira/ticket/awesome

External Communication

Status of the Outage was being monitored by our DevOps team and they released a status page update for centralized information on the outage. [link](#)

|<https://status.status.io/>|

How to avoid the issue for the future ?

Here is the continuous improvement point to avoid to reproduce the issue in the future.