

July 25, 2022

# Root Cause Analysis & Mitigation Plan



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# Summary

Incident date: July 25, 2022

Affected software modules: Insight

Affected environment or location: All regions

Incident scope: Partial outage

Incident duration: 11.5 hrs

# Impact

Incident severity: Medium

Impact description: Queries returning inconsistent results

Impact summary:

Periodically, the filters supplied to API queries were not being applied when the queries were being executed, which resulted in inconsistent numbers being returned depending on the server that was doing the work (i.e. unfiltered results)

## Root cause

An API server was introduced to our production cluster, which was failing to apply filters to queries correctly. This was not a production ready server and the controls in place to prevent the deployment failed.

# Incident timeline

Minutes/Hours	Date / Time (UTC)	Description
0	July,25 05:05 PM	Piano Support team received Client's ticket about the issue and started their investigation
1 hr 52 mins	July,25 06:57 PM	The issue was escalated to Dev team
~11.5 hrs	July,26 04:30 AM	Problem fixed by development team. Incident is resolved.

## Piano solutions and corrective measures

Measure 1: Improve the description in our internal alert so that it is more specific about the problem

Status: complete

Estimated delivery date: 26th July

Measure 2: Add extra protection checks for machines entering the production cluster

Status: complete

Estimated delivery date: 26th July

Measure 3: Adjustment of our internal escalation & handling process in order to speed up the resolution in future

Status: Planned

Estimated delivery date: August 2022

# piano

THE ANALYTICS AND ACTIVATION PLATFORM

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