


Root Cause Analysis & Mitigation Plan

January 25, 2023

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Summary

Incident date: January 25, 2023

Affected software modules: Insight

Affected environment or location: All Clients

Incident scope: partial outage

Incident duration: 3 hours 16 mins

Impact

Incident severity: High

Impact description: Periodic short-term problems with the delayed Insight reporting during the time being of incident. No data loss.

Root cause

In November, 2022 we upgraded a key part of our data pipeline, to use a more modern new technology. This has been running without any problems since then.

Around January 25, 2023 we upgraded a lot of the hardware we use to run the rest of our data pipeline. These machines are more powerful and deliver data through the pipeline more quickly. This caused the new part of the pipeline we deployed in November to struggle and we needed to tune it again to get optimal performance.

Incident timeline

Minutes	Date / Time (UTC)	Description
0	25/01/2023 03:18 PM	Engineers were alerted about the issue and started their investigation at the same time
12	25/01/2023 03:30 PM	The Support team started receiving customers' tickets on the issue
196	25/01/2023 06:34 PM	Problem was fully fixed. Incident is over.

Piano solutions and corrective measures

1. Scale up number of data storers and tune them

Status: Done

Estimated delivery date: January 25, 2023



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ANALYTICS + ACTIVATION

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and influence customer behavior.

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