Root Cause Analysis (RCA) Document

1. Incident Overview

Date of Incident	2024-06-15
Reported By	Jane Smith
Location/Project	Web Application X
Incident Identifier	INC-2024-107

Summary: Users were unable to log in to the system for 2 hours on June 15, 2024, due to a server error.

2. Timeline of Events

Time	Event
08:45	Issue first reported by support team
08:50	Incident assigned to engineering for investigation
09:10	Error traced to authentication microservice
10:15	Bug identified and patch applied
10:45	Service restored

3. Root Cause

The authentication microservice failed due to a recent update introducing a configuration error. The new configuration caused incompatibility with a required third-party library that did not support the updated setting.

4. Impact

- All users unable to log in for 2 hours
- Support ticket backlog increased
- Customer satisfaction temporarily decreased

5. Corrective and Preventive Actions

- Patch deployed to fix configuration issue
- Rollback procedures documented for future deployments
- Automated configuration checks added to CI/CD pipeline
- Additional training provided to deployment team

6. Lessons Learned

- Thorough configuration testing is critical after updates
- Clear rollback instructions should accompany every deployment
- Communication between development and operations must be improved

Important Notes

- Root Cause Analysis documents help prevent recurrence of the same issue.

- They enable organizations to systematically address process and technical failures.
- Effective RCA requires objective investigation and honest reporting.
- Documenting corrective and preventive steps is essential for accountability.