

<Priority Inc#: RCA Subject>

Incident Owner :<Owner Name>

1. Incident Summary

<This section should cover a brief Summary of the Incident citing the time, high-level impact on the flows, and the cause for it>

2. Background

<This section gives a brief description of service(s) or component(s) where degradation was observed and how this service/component fits in the larger ecosystem. This section can also include details on different components or dependent services, to give readers more context before actual RCA can be discussed. This section **does not** talk about the root cause yet. Do use flow and architecture diagrams so that this section is self-explanatory to readers>

3. Timelines

<This section contains the timelines of events in the below format. Please ensure all minute details are also there>

3.1. Incident Details and Timeline

Issue Introduction Time	<Issue Introduced time>
Issue Identified Time	<Issue Identified time>
Issue Acknowledgement Time	<Issue ack time>
Identified/Reported By	<Engineer/ Merchant/Support Name>
Triaged By	<Team/People Name>
POD/Team accountable	<Team accountable>
Issue Resolved Time	<Issue resolved time>
SLA/SLO Dashboard Link	<Dashboard link for SLA/SLO metrics, reach out to #observability team if your pod doesn't have it handy.>
Code Fix Time	-
Code Fix Deploy/Full AIs Done Time	-

Date/Time of sharing External RCA	
Date/Time of sharing Internal RCA	

3.2. Timeline Legend

Missed	What happened that was missed
Event	While the full event was unfolding, this is what we saw from our vantage point.
Action	What we did (or realized)
Expectation	What should have been done, that didn't happen
Missing	Something that if present would have helped in debugging

3.3. The Sequence of Events

<This section will talk about all the events that happened and what all legends happened at that event. You might not have all 5 legends for each event, but try to retrospect on them. An example is below>

18:51 - Event: Checkout page preferences latency alerts triggered and notified on slack at #payments-core-p0-alerts.

Action: We called the respective EM for support and tried looking at logs to check the spike

Missed: Spike in checkout page preferences calls latency happens once in 2-3 days, and gets auto-resolved without any actions. From past observations, it was due to DB most of the time. Didn't realize it was due to a request spike.

Missing: Visibility on what caused this, whether a huge surge of requests or DB CPU spike. Having metrics on tps at various routes will be very helpful in identifying the issue initiator.

4. Is this a Repeated Occurrence?

<This section should highlight all issues in the past where the same issue happened, with the link to RCAs>

Date	RCA Link

5. Root Cause - 5 Whys

<This section covers the [5 whys analysis](#) to arrive at the root cause. Ideally, by the end of the 5th why, the actual root cause should have been identified, however, you must go beyond if required to find the true root cause>

(Sample Q1) Why did it happen at the very first?

The first why should be a very obvious question, like, why did the error rate go to 100%, or why did the pods go down? The answer to this very obvious question should lead to the next question.

(Sample Q2) Why did the subsequent thing happen?

This is like peeling an onion layer by layer. The answer to one question leads to another question.

(Sample Q3) Why did the next thing happen then?

(Sample Q4) What led to the next one happening?

(Sample Q5) And why did the real issue happen?

By this time, the actual root cause should have been identified.

6. Mitigation Steps Identified

<This section covers mitigation steps identified and done as part of recovering from the incident. These are to make sure this incident doesn't happen again or if that is not feasible, to make sure it can be identified in a proactive manner and resolved swiftly.>

S.No	Action	Status	Ticket ID
1			
2			

3			
4			

7. Corrective Action Items

<This section covers corrective actions planned. These are the longer-term items to make sure that we do not have future incidents due to similar reasons. Please create all in the JIRA and link to the JIRA incident>

S. No	Action	Owner	Ticket ID	Priority	ETA
1					
2					
3					

8. Impact

<This section details all different kinds of impacts this incident caused>

No. of customers impacted

Data Loss/ Data Corruption

Direct GMV Impact value (Payments, Payout or any other financial losses)

Merchant/ Customer experience impact

9. Appendix: Evidence & Dashboards

<This section includes links to relevant dashboards and/or alerts. Also, add a summary along with links. In case links can expire (vajra only retains a month of data) also capture snapshots or other relevant information which can be available at a later time.>