

Outage Report

Document Party: DocuPal Demo, LLC, 23 Main St, Anytown, CA 90210, United States

Primary Cause:

- Server overload due to unexpected traffic surge.

Secondary Contributing Issues:

- Insufficient caching configuration.
- Rate limiting not active.

Diagnostic Data Used:

- Server logs.
- Network traffic analysis.
- Database query logs.

Affected User Segments:

- North American users.
- Mobile app users.

Service Impact:

- Document conversion: Degradation.
- User authentication: Full downtime.

Estimated Affected Users:

- Approximately 50,000 users.

Resolution:

- Implemented rate limiting and increased server capacity by the Operations Team.

Recovery Time:

- 3 hours to full recovery.

Temporary Workarounds:



- Implemented a temporary queue for document conversions.

Planned Changes:

- Improved caching mechanisms.
- Enhanced server capacity.
- Implement rate limiting.

Monitoring and Alerting Improvements:

- Implementing real-time server monitoring.
- Automated alerts for traffic anomalies.

Lessons Learned:

- Need for better capacity planning and proactive monitoring.

Communication Strategy:

- Email.
- Status page.
- Social media.

Update Frequency:

- Every 30 minutes.

Customer Feedback Handling:

- Responded to feedback via email and social media.
- Offered premium subscriptions as compensation.

