

Incident Report - May 4, 2016

Incident #2016-0143

IDM Outage due to bad deploy

Summary

On May 4, 2016 an inadvertent deployment of new code destined for the Preview environment was entered into the Production environment. Three main factors contributed to this incident: a URL pointing to the Bonita Management Studio Production environment was mislabeled as Preview; the Preview environment was initialized from a copy of the Production environment and used the same password; and there is no real way to distinguish one Bonita environment from another.

Impact

Staff and students were unable to access the following self-service functions:

- account claim
- password change
- account management
- account recovery

The incident lasted approximately 1.5 hours. This is due primarily to having to wait for archived processes to be deleted before the production code could be redeployed.

Root Cause

Three main factors contributed to this incident: a URL pointing to the Bonita Management Studio Production environment was mislabeled as Preview; the Preview environment was initialized from a copy of the Production environment and used the same password; and there is no real way to distinguish one Bonita environment from another.

Resolution

The incident did not require any troubleshooting. The cause was apparent almost immediately. The length of the outage was prolonged by limitations that exist in the current Bonita environment.

Communications (Internal)

The ITSC was kept abreast of progress via telephone and Lync. iTrack and Notification Tool were also used to send alerts.

ITSP Communications (External)

A maintenance notification webpage was used to inform the broader Queen's community of the service outage. The Notification Tool was also employed to send email, RSS and Twitter alerts.

Lessons Learned

The current number of Trident environments necessitate multiple checks prior to implementing changes. It would be prudent to minimize the number of environments currently being maintained.

Banners are in used in the Trident Admin-console to identify the current environment. As Bonita is a self-contained entity, no such customization is possible.

Action Items

A different password for each environment should be implemented.