Postmortem

Postmortem IR-26: Workflow automation degraded

Created by **Rachel Coleman** on Dec 20, 2021

FOR INTERNAL USE ONLY

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-2
Started	Dec 18, 2021 01:03 am UTC
Incident Overview	IR-26

What Happened?

Impact on Customers

Customers workflow automation not working.
This lasted for 2 hours, beginning at Dec 17, 2021, 3:38 pm.

Why Did it Happen?

Root Cause

Workflow being jammed up by other processes. Scaling up and then down fixed the issue.

Timeline

Dec 17 2021 at 3:38 pm MST

Amber Oler reached out to the team to inform us that workflows were failing and asked that we restart the batch worker

Dec 17 2021 at 4:03 pm MST

Shon restarted the batch worker and informed the support channel that it should pick up immediately

Dec 17 2021 at 4:11 pm MST

Support informed us that the customer was still seeing issues with workflow automation

Dec 17 2021 at 4:25 pm MST

DB investigation by Shon for customer account affected

Dec 17 2021 at 5:00 pm MST

Confirmed that we got back to a state of no instances being generated across the board.

Dec 17 2021 at 5:10 pm MST

Verified that other automation actions appears to have triggered without issue.

Dec 17 2021 at 5:22 pm MST

War room called

Dec 17 2021 at 5:29 pm MST

Updated the status page the reflect automation degredation and that we were investigating

Dec 17 2021 at 5:43 pm MST

Fix was in place/status website updated

Dec 17 2021at 5:54 pm MST

Issue determined to be resolved and posted as such in Slack.

Dec 17 2021at 6:00 pm MST

Updated the status page to resolved

Dec 17 2021at 6:04 pm MST

Attributes updated by Rachel Coleman

Detection Method: Customer
Root Cause: Workflow being jammed up by other processes. Scaling up and then down fixed the issue.
Services: utopia
Summary: We identified an issue with workflow automations that occurred earlier today (Friday, 17 December).
Other automated processes delayed the recovery of the work flow automation service. By 17:51 MST the service was
back online and functioning as expected.

Dec 17 2021at 6:05 pm MST

Incident set to resolved by Rachel Coleman
Customer impact updated
Scope: Customers workflow automation not working
Started at: Dec 17, 2021, 3:38 pm
Ended at: Dec 17, 2021, 5:51 pm

Dec 17 2021at 7:32 pm MST

Shon swapped A/B to put ALB in the B slot

Dec 20 2021at 10:49 am MST

Task updated by Rachel Coleman
Create Datadog monitors to monitor workflows so we can be aware of this in the future
Assignees: , Rachel Coleman
Due date: Dec 31 2021
Task created Work with dev to improve batch worker

How do we prevent it in the future?

Action Items

- Create Datadog monitors to monitor workflows so we can be aware of this in the future - these monitors would confirm or deny that workflow instances are being generated (as well as additionally successfully notifying the assignee of the instance generation) after a trigger has been completed to kick off the workflow. These monitors would also give us a better picture of the timeframe between trigger to instance generation to see if there are any issues there that can be captured.
- Work with dev to improve batch worker