

Get well plan: Environment Alpha

track and resolve issues, analyze trends, stabilize environment

current date: 1/15/2014

severity	case #	subject	status	product	Dec'13					Jan'14				Feb'14				Mar'14				defect #	root cause description	root cause indicator	duration
					2	9	16	23	30	6	13	20	27	3	10	17	24	3	10	17	24				
2 sev 1's 3 sev 2's 3 sev 3's 1 sev 4	9 total cases	summary line	3 open 6 closed	db erp crm storage	<div style="border: 1px solid red; border-radius: 50%; padding: 5px; display: inline-block;"> end of year erp reports db patching </div>					crm patch upgrade 				end of quarter erp reporting 				1 defect	<div style="border: 1px solid blue; padding: 5px;"> Prior db, crm, and storage configuration changes were made. It's possible some of these contributed. </div>						
②	00021390	db performance issue	closed	db - vendor	12/10					12/25									misconfigured		misconfigured	12d			
②	00022220	crm query hangs	closed	crm - vendor	12/10					12/24									misconfigured		misconfigured	11d			
③	00023774	storage errors	closed	storage vendor	12/17					12/30									misconfigured		misconfigured	10d			
③	00023141	unable to pull report	closed	erp - vendor	12/16					12/23									training		need training	6d			
③	00022243	sporadic null point exception error	closed	erp - vendor	12/13					1/7							2287	defect		defect	18d				
④	00023370	crm reporting question	closed	crm - vendor	12/17					1/7									question		Question	5d			
②	00018304	database hangs	open	db - vendor	1/2					1/15												10d			
①	00018654	erp app is down	open	erp vendor	1/2					1/15												10d			
①	00021739	crm tool crashes	open	crm - vendor	1/2					1/15												10d			

End of year reports and db patching occurred at the same time. This should never happen.

Database hangs, erp app outage, and crm crashes occurred simultaneously and during year end reports and db patching activities.

reporting & maintenance activity occurring

open issue

issue resolved

observations

① sev 1

② sev 2

③ sev 3

④ sev 4