



CAN Report examples

Conditions:

At 09:53 PST, after returning a server host to the pool, all of the hosts became unresponsive resulting in a loss of access to email and websites.

Actions:

1. Server team accessing the server hosts directly to look for possible causes.
2. Server team spinning up user directory server in the cloud to restore access to email.

Needs:

1. Submit an urgent ticket with VMware for their assistance
 2. Retrieve logs from servers, ready to submit to VMware when they respond
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Condition:

At 17:00 Hour, 20 applications are reporting that users located in the western part of the United States are unable to login. 2500 users are impacted.

Actions:

SREs have determined that a recent code deploy broke the authentication instance used by these users and rollback has been initiated and will be completed in 10 mins.

Needs:

We are waiting for rollback to completed and these impacted instances to rebooted. Next CAN report will be in 17:40 Hours.