

# Slide 1: Auth Outage Incident Overview

- \* Severity: SEV-1 | Duration: 74 minutes (07:58-09:12 PT)
- \* Root cause: Auth-cache TTL misconfiguration in us-east cluster
- \* Ticket surge: 3.0x baseline | Peak backlog: 215
- \* CSAT impact: dropped 11.6 pp to 82.4%
- \* Impacted MRR exposure: \$844,600
- \* Status: Stable - rollback deployed, monitoring continues

## Slide 2: Timeline of Events

- \* 07:58 - API error-rate alert (4.8%)
- \* 08:07 - SEV-1 declared, war room opened
- \* 08:11 - Auth token timeout identified
- \* 08:22 - Hotfix branch created
- \* 08:31 - Canary rollback (30%)
- \* 08:44 - Full production rollback
- \* 09:12 - Normal auth latency restored
- \* 10:18 - Customer status update published

## Slide 3: Customer & Revenue Exposure

- \* 4 enterprise accounts escalated
- \* Total impacted MRR: \$844,600
- \* Avg degradation: 38.5 min/account
- \* Top: Northstar Health (\$184K, 47m), Monument Finance (\$176K, 44m)
- \* Issues: login timeout, auth failures, SSO callback timeout

## Slide 4: Support KPI Impact

- \* Inbound surge: 3.0x (138 vs ~46/hr)
- \* Backlog peak: 215 (+154)
- \* CSAT: 94.0% -> 82.4% (-11.6 pp)
- \* Escalations: 29 total
- \* FRT peaked at 29 min (baseline ~11 min)

## Slide 5: Service KPI Trend & Recovery

- \* Baseline: 99.95% uptime, 0.42% error rate
- \* Outage day: 99.41% uptime, 3.87% error rate
- \* API p95: 612 ms (baseline ~340 ms)
- \* Error rate: 6.2% peak -> 2.1% within 7 min of canary
- \* Full recovery at 09:12 PT

## Slide 6: Corrective Actions & Leadership Ask

- \* Permanent auth-cache fix + config-guard by Apr 18
- \* Load-test regression by Apr 19
- \* Escalation playbook update by Apr 20
- \* Customer postmortem by Apr 16
- \* Final RCA to COO + VP Eng by Apr 21
- \* ASK: Approve 2-sprint allocation for config-guard + monitoring