

# Incident Summary - Support Platform Auth Outage

Date: 2026-04-14 | Prepared for: COO Review | Internal - Confidential

## 1. Incident Window

- Detection: 07:58 PT - Datadog SEV-2 alert on API error rate (4.8%)
- Escalation to SEV-1: 08:07 PT - War room opened
- Mitigation Start: 08:31 PT - Rollback canary deployed (30% traffic)
- Stable State: 09:12 PT - Auth latency back to normal

## 2. Root Cause

Known cause: Misconfigured auth-cache TTL in us-east app cluster caused token-refresh timeouts. Deployed in routine infra change 2026-04-13 22:15 PT.

Pending: Engineering validating secondary read-replica failover contribution. Full RCA due 2026-04-17.

## 3. Scope of Impact

- Ticket surge ratio: 3.0x above baseline
- Peak open backlog: 215 (Delta +154)
- CSAT drop: 11.6 pp (82.4% vs 94.0% baseline)
- Total escalations: 29
- Impacted MRR exposure: \$844,600
- 4 enterprise accounts escalated via CSM
- Avg degradation per account: 38.5 min

## 4. Response Actions

Time	SEV	Action	Owner
07:58	SEV2	API error-rate alert triggered at 4.8%	SRE On-Call
08:03	SEV2	Spike in login and ticket-portal failures reported	Tier1 Lead
08:07	SEV1	Incident declared and war room opened	Incident Commander
08:11	SEV1	Auth token refresh calls timing out in us-east app cluster	Platform Engineer
08:16	SEV1	3 enterprise accounts escalated via CSM channel	Support Manager
08:22	SEV1	Hotfix branch created to rollback auth cache config	Backend Lead
08:31	SEV1	Rollback deployed to 30% traffic canary	Release Engineer
08:38	SEV2	Error rate drops from 6.2% to 2.1% after canary	Incident Commander
08:44	SEV2	Rollback expanded to 100% production traffic	Release Engineer
08:55	SEV2	New failure-related tickets flatten and backlog starts clearing	Tier1 Lead
09:12	SEV3	Auth latency back to normal operating range	SRE On-Call
09:37	SEV3	Incident moved to monitoring state and comms drafted	Incident Commander
10:18	SEV4	Customer-facing status update published	Comms Lead

## 5. Immediate Next Steps (7 Days)

- Full RCA by Apr 17

- Permanent fix deploy by Apr 18
- Load-test regression by Apr 19
- Customer postmortem by Apr 16
- Support debrief by Apr 20
- Final findings to COO by Apr 21