

Appriss Health Event Analysis

Appriss Event ID

Service(s) Impacted

Ohio AWARe

Issue Summary

On April 24th from ~9:00 AM ET – 17:30 PM ET the state of Ohio experienced an outage across AWARe, Gateway, and Interconnect. The Appriss Engineering teams conferred on an Outage Bridge during the outage window and during trouble shooting confirmed the backend Ohio database was choosing the wrong index to perform a database search, resulting in an inefficient query plan and causing the query to run much longer than expected. In the process of fixing the underlying issue, the Appriss Engineering team performed a real-time fail over of the OH AWARe system but the index issue persisted. Additional troubleshooting procedures were executed against the OH system and infrastructure until the fix was executed around 17:00 ET. The solution executed was changing a setting on the queried table to change the amount of statistical data collected by the Ohio database during a table analyze. Once this was successfully executed, the proper index was being used by the Ohio database query planner and an ALL CLEAR was called at 17:30 PM ET.

Appriss Actions

We are taking the following immediate action to prevent reoccurrence of this issue.

- Next steps:
 - Appriss Health Engineering team is looking at statistical data to analyze and determine if there have been changes in OH search patterns. The outcome of this would allow us to make changes to our database settings.
 - We continue to partner with AWS to better understand methods to detect, identify, and fix similar issues in the future and arm ourselves with more knowledge to reduce the negative impact on our clients.
 - Appriss Health has identified opportunities for improvement of internal communication around incident management and will be executing on these.
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Recommended Customer Actions

There are no recommended customer actions for this issue.