**The Mission Statement of the MISS DIG System, Inc.** is to safeguard the public, environment, property, and member infrastructure and promote utility damage prevention through a cost-effective process for our members.

**Problem –** MISS DIG 811 submitted some inquiries on 7/5/2022 where the OneCallAccess system did not correctly generate notifications to relevant authorities at the dig site location. This subsequently resulted in an incident involving DTE ENERGY (GAS) GAS, Station code: MCGC26.

* MISS DIG 811’s Call Center was not affected.
* Incident Reported (Date/Time) Friday 5th August 2022 19:00 (AEST) \*\*
* Incident Resolved (Date/Time) Wednesday 24th August 2022, 19:20 (AEST)
* \*\* Helix 57215 created Wednesday 6th July 2022, Unknown to be related to this issue at the time of the creation

**Root Cause –** The root cause links to high resource utilization (high capacity) and timeouts. Investigations show the system for the specific period on 7/5/2022 (1:30 PM EST – 2:20 PM EST) was unavailable, and such error created error code “BadGateway”

**Lessons Learned & Corrective Actions -** Application pool PelicanCorp.Services.AuthStoreAPI.USMI was recycled/restarted

The affected services have been stable in all previous generations of the OCA and since the inception of the current OCA platform. This incident has shown us a vulnerability that we believed never existed. The action plan includes reinforcing the logging and active alerts for events that could produce this outcome.

**MISS DIG 811’S FURTHER ANALYSIS:**

* 45 jobs were affected by the event, totaling 70 tickets (Some jobs had multiple affected tickets)
  + Of the 45 jobs, 18 were retransmitted successfully.
* Twenty-seven jobs did not have valid replacement tickets.
* There have been no reported damages related to this outage.
* The affected single “live” 180-day ticket was resubmitted successfully.

**VENDOR CORRECTIVE ACTION PLAN (to be completed over Sprints 15-17):**

1. Conduct Server Review
2. Review IIS Configuration
3. Conduct code review
4. Improve logging process
5. Improve alerting process
6. Increased AWS monitoring, with 5 minute intervals and error notifications.