

# Incident report

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Incident Title: Exchange  
Incident

Incident Report Author: Hélio Granada  
Issue date 06/07/16

Issue log number  
Severity level Medium

Incident start date & time : 10 :18  
Incident end date & time : 11 :15  
Total outage 57 minutes

Affected Service(s) : Exchange mailboxes on DB01  
Affected Partner(s): Partial Exchange 2013 Mailboxes

## Incident Overview:

Database DB01 went offline as it exceeded maximum DB size allowed

## Impact (“Street” Effect & SLA impact):

Complete denial of service for users on this Database.

## Root Cause Explanation

Database exceeded maximum size allowed

### Short Term Solution:

A temporary workaround was applied, a permanent fix will be issued during next maintenance window

### Long Term Actions:

Action #	Description	Owner	Targeted execution date
1	Understand why current monitoring did not pick up on database dismount and correct the issue	Hélio Granada	N/A