

## RCA Report – Partial service disruption in London-hosted environments.

**Incident Start Date and Time:** February 10<sup>th</sup>, 10:53 AM UTC

**Impact:** A limited number of customers hosted in our London data center experienced service disruptions. During this brief period, affected customers were unable to access Portfolios and Enterprise Architecture service.

**Status Page Link:** [Portfolios/EA - Connection issues in London - Status Page - Planview](#)

### Incident Description

During a security group update, an incorrect rule blocked customer traffic to the London data center.

Operations began implementing a planned infrastructure change to security group configurations in the London data center. During the deployment, an incorrect security group rule was applied that unintentionally restricted network connectivity to customer resources.

The misconfiguration blocked legitimate traffic, rendering customer applications and services unreachable. The incorrect rule was quickly identified and corrected to restore full connectivity to all affected customers.

### Timeline

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Date and Time (UTC)	Action
10:50 February 10	Infrastructure change implemented.
10:53 February 10	Received the first alert
11:15 February 10	Implemented the fix.
11:20 February 10	Confirmed that the issue was resolved.

### Root Cause

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An incorrect security group rule was applied during the infrastructure change that blocked standard internet traffic to the London data center infrastructure.

### Planned Mitigations

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We will enhance our process by introducing additional checks to proactively identify and mitigate any unintended consequences.

Conducted a full audit of all security group rules in the London data center

Create additional automated checks that can help reduce the recurrence of such incidents.

Implement gradual rollout process for infrastructure changes with automated rollback triggers