

Partial Draft Root Cause Analysis

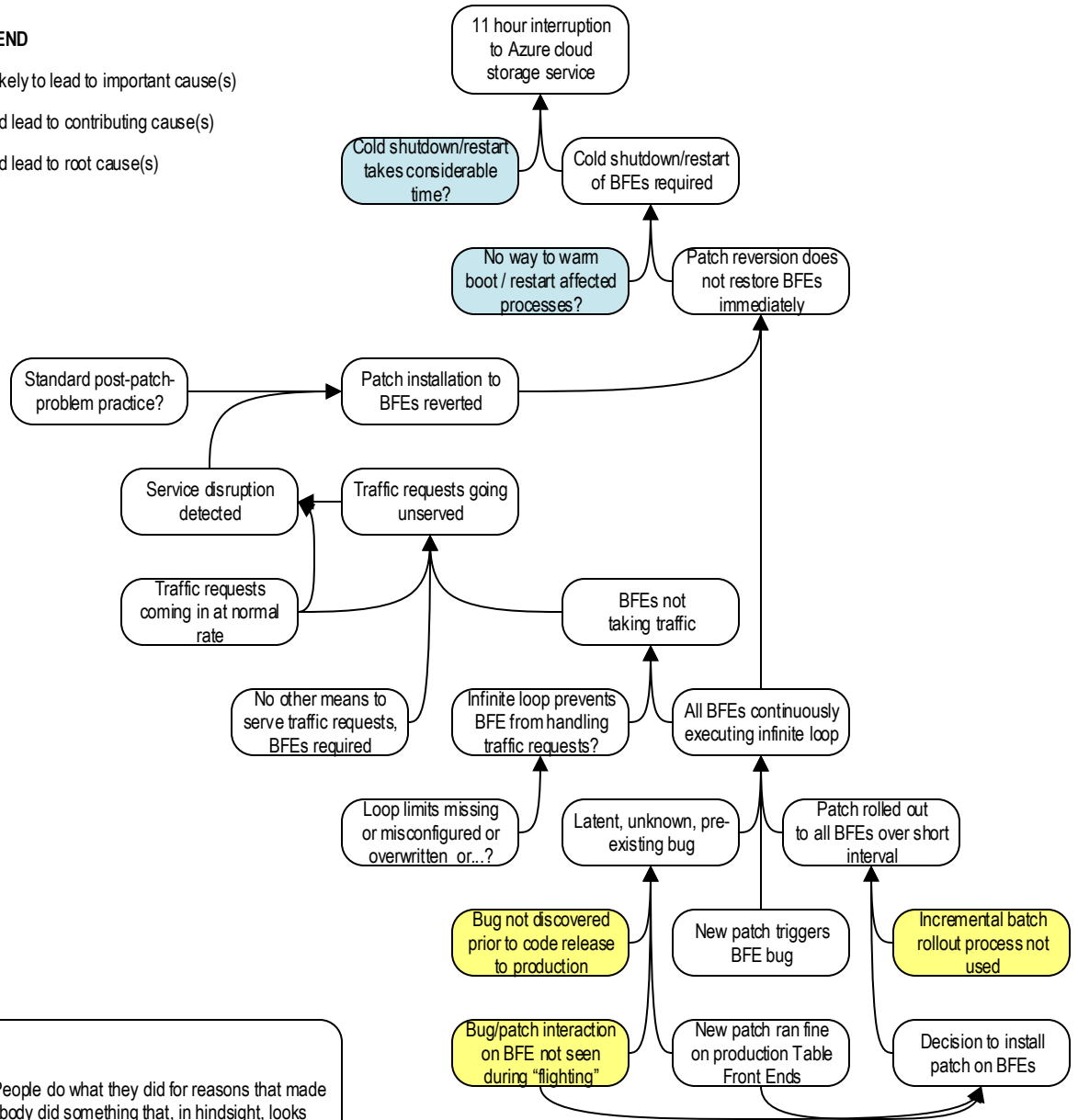
Microsoft Azure Storage Service Major Interruption

2014-Nov-19, 00:51 to 11:45 AM (UTC)

Information retrieved from following URL 2014-Nov-24
<http://azure.microsoft.com/blog/2014/11/19/update-on-azure-storage-service-interruption/>

LEGEND

- Fact, or question unlikely to lead to important cause(s)
- Further analysis could lead to contributing cause(s)
- Further analysis could lead to root cause(s)



"Human Error"

No. That's a useless conclusion. People do what they did for reasons that made sense to them at the time. If somebody did something that, in hindsight, looks like an error, you need to figure out why they thought it was okay. What is it about your organization/system that made the "error" seem like the correct action? See the following webpages for a better way to think about this.

<http://www.bill-wilson.net/b64>

<http://www.bill-wilson.net/b87>

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More info about this analysis available at
[Http://www.bill-wilson.net/azure-root-cause-analysis](http://www.bill-wilson.net/azure-root-cause-analysis)