Specific Lessons Learnt

Ways this outage could have been avoided:

• Audit n/w configuration change processes, create a step-by-step protocol for upgrades

• Higher capacity in secondary n/w

• Prevent re-mirroring storm: backing off rather than aggressively retry

• Fixing race condition

• Users who wrote code to take advantage of multiple av. zones within region not affected

• Better tools for communication, health (AWS Dashboard), service credit for customers (multi-day credit)