

ROOT CAUSE ANALYSIS · INC-2026-0714

Webhook deliveries delayed after queue rebalance

Evidence, competing hypotheses, the confirmed cause, and prevention work.

IMPACT 41 min degraded	DELAYED EVENTS 18,422 no loss	PEAK DELAY 17 min p99	STATUS Resolved follow-ups open
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EXECUTIVE READ

A queue rebalance assigned two hot partitions to the same consumer group while a new retry policy increased work per failed delivery. Events were delayed but retained and replayed.

01 Confirmed Partition assignment and retry amplification explain the timing and	02 Rejected Database latency and provider rate limits did not move before or	03 Contributing factor The alert watched aggregate lag.
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Evidence, decisions, and a usable handoff

The complete file keeps the working structure editable and the review points visible.

TIME UTC	EVIDENCE	INTERPRETATION	CONFIDENCE
09:14	Deploy complete	Retry policy active	High
09:19	Two partitions spike	Assignment imbalance	High
09:27	Customer reports	Visible delay	High
09:55	Rebalance forced	Lag recovers	High

DECISION / NEXT REVIEW

Ship partition-level lag alerts, cap retry concurrency, and add a rebalance load test before the next queue change.

QUALITY NOTE

Illustrative sample · fictional company and data. Values, names, and links in this sample must not be treated as production facts.