

Reflection Paper 1

Being a System Operator for Sam's Club has given me a lot of insight into how to troubleshoot in a professional environment and how the process of fixing system issues goes. I can call back to one incident last week where our inventory application completely went down. The issue with the inventory is that we kept getting an error reading "Failed to create containers in inventory," and it would not let us receive freight. This issue impacted around twenty different DCs, including my own, and we had a Slack channel connecting us to support and other system operators to figure out the root cause of the issue.

To solve this issue, we opened a ticket in our portal, Xcall. We waited for the right team to help us, but when we opened up a ticket on our end, nobody joined because there was already a master Ticket where the Atlas Team was already checking in on the issue, so my manager and I were added in. Hearing how different system operators got the same error message helped us map where the problem started. It also helped us understand how many were affected and what exactly they were experiencing. Not only were sites experiencing the inventory application message, but it also spread into other areas of the application since the inventory was down MM operator, our hauling application, was down as well. MM operator allows users to pick up pallets systematically and put them in lanes for loaders to load

trailers, and inventory is where these items are systematically stored. These two applications are a staple in the DC-like basis without either of these two applications working it puts a halt on the DC entirely. The root cause for everything going down was that someone went into the root config files for inventory and deleted it. The permanent fix for it was to upload our backup configuration file, but it did take a couple of hours to get our FC department up and running, and it cost us revenue losses for the day. This incident taught me that when it comes to troubleshooting, collaboration with peers is one of the most critical steps to take; without proper communication, problems or system issues only grow bigger.