**Why was there a lack of communication between**

**the database and development teams?**

There was no established process for cross-team

communication & coordination on database schema changes

**05**

**Why was the database schema updated without considering the application code?**

There was a lack of communication between

the database and development teams

**04**

**Why is the code attempting to access**

**a non-existent database record?**

There was a recent update to the database

schema that changed the record structure

**03**

**Why is the application encountering**

**an unexpected error?**

The application code is trying to access

a database record that does not exist

**02**

**Why is the mobile application crashing?**

The application is encountering an unexpected error

**01**

**WHY**

**ANSWER**

**INCIDENT INVESTIGATION 5 WHYS**