ROOT CAUSE ANALYSIS

Escalation Details				
Customer Name	Kotak	**Customer Designation**	Executive Vice President	**Customer Email ID**	Vinay.kashyap@kotak.com
Escalation ID	ML_ET_1000000692	**Service Line**	Server Management	**Client**	KLI
Escalation Category	Technical Competency	**Ticket number**	-NA-	**Escalation Received Date**	27/12/2023
RCA Assignment date	04/1/2024	**RCA Completion Date**	05/1/2024	**RCA Approved Date**	08/1/2024
RCA Assignment team	Server Management	**RCA Author(Esc Owner)**	Rupesh.Patil	**RCA Co-authors**	Kamalakk; Santosh Kulkarni;
Escalation Description	The Move IT(SFTP) scheduled job encountered failure. Shift Engineer unaware of workaround solution and missed raising a ticket.			

Root Cause Details	
ROOT CAUSE	**Corrective Action**
• Engineer initiated a ticket with our vendor, Round Robin Tech, on December 30, 2023. The Service Request (SR) number assigned to this ticket is 01422018. • Task schedule manually triggered and done event logs monitoring. Confirmation of job successful communicated to Gangadhar Sir. • Task schedule time changed from 1 am to 1.30 am on daily basis. • We are pleased to inform you that the MS Schedule Task backup is now operating smoothly and without any issues. • Additionally, as a routine part of our daily	• Daily morning checklist must include snapshot to confirming the completion of MoveIt tasks. • In case of failure, engineer must have informed the team and trigger the task immediately.

morning checklist, we are diligently sending out a snapshot confirming the completion of MoveIt tasks.	
Preventive Action	**Target Closure Date**
1. Conduct MoveIT application training scheduled to other team members to ensure proper functionality of application. 2. Establish a regular process to review and address monitoring issues on a daily basis to maintain the system's integrity.	08/1/2024

RCA Review Details			
Reviewer Name	Amit.Pradhan	**Date Reviewed**	08/1/2024
Approval Status	Approved	**Reason for rejection (if rejected):**	

Updates		
Date	**Owner**	**Details**
08/1/2024	Rupesh Patil	RCA and CAPA has been submitted