**Problem Root Cause Analysis Template**

**Version: 1.0**

REVISION HISTORY

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| --- | --- | --- | --- | --- |
| Date | Version | Description | Author | Reviewers |
| Feb 15-11 | 1.0 | Initial Document | Biju Ravindran | Anuchandran Nair |
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# 1.0 Root Cause Analysis

Problem Management team, in partnership with technical specialists, will undertake RCA to identify the casual or contributing factor(s) that, if corrected, will prevent recurrence of the identified Problem.

Root Cause can equate to:

* The factor that caused a problem or defect and should be permanently eliminated
* The factor that set in motion the cause and effect chain that creates a problem

RCA defines the actions to be undertaken to eliminate the root cause, of which there are three types of corrective action; immediate (workaround), permanent (on the affected process or CI), and preventative (on any process or CI).

RCA is based on a number of key analytical concepts and principals, including establishing success conditions, cause/effect relationships, data quality, logical rigor, analytical depth, and risk analysis.

*RCA for<Impacted Service>\_<PBI (XX)>-<date (dd/mm/yyyy)> (E.g.: RCA for Orion\_PBI00057-10/01/2011)*

# Problem Details:

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| --- | --- | --- | --- |
| Incident Reference Number | ( As In REMEDY) | RCA  Technology Owner | (Support Group Name / Name of the person) |
| RCA  Process owner | (Service Improvement / Name of the person) |
| Date of the Incident | (As In Remedy) | RCA  Technology approval | (Name of the Tech. Manager who approves) |
| Time of the Incident | (As In Remedy) | RCA initiated on | (DD/MM/YYYY) |
| Duration of outage | (As In Remedy) | RCA submitted on | (DD/MM/YYYY) |
| Impacted Services | (As In Remedy) | | |
| Short Description | (As In Remedy) | | |
| Incident resolved on | (As In Remedy) | Root cause identified | (Yes / No) |

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| **Management Summary: (Non-Technical; Not more than 4 lines)** |
| * What went wrong and when, causing impact to whom? How was it resolved? What is the root cause? |

# Analysis of events

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| **Chronology Of Events:** |
| * What happened from the time the incident was reported till the time the incident got resolved. Snap shot of actions along with the time of the action |
| **Background:** |
| * When the incident happened, what were the situations / operations that the systems / network / infrastructure /users were involved in? |
| **Symptoms:** |
| * What was the symptom of the issue, if any? * Were any symptoms there prior to the incident? |
| **Resolution:** |
| * How was the incident resolved? * Who resolved the incident? * Was it a workaround or permanent solution? * Was the resolution confirmed with the user / user community? |
| **Iteration 1:** |
| * What are the cause/s and root cause? * Use of fish bone structure as applicable   System  People  Process  Environment  Outage  Availability  Approach  Hardware  Network  Capacity  User  Timelines  Attitude  Software  Applications  Adherence  Result Oriented  Knowledge  Process  Fire  Administrative  Power  Natural Disasters  Contractual |
| **Iteration 2:** |
| When analyzing cause 1 – what was observed / identified?  Use of fish bone structure as applicable |
| **Iteration 3:** |
| When analyzing cause 2 – what was observed / identified?  Use of fish bone structure as applicable |
| **Root cause :** |
| When analyzing cause 3 – what was observed / identified? |
| **Actions to prevent future occurrence:** |
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# Actions identified

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| --- | --- | --- | --- | --- |
| **Serial No** | **Action Description** | **Owner** | **Date** | **Status** |
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