# Root Cause Analysis & Workaround Document

## 1. Document Information

- Document Title  
- Author(s)  
- Date Created / Last Updated  
- Version History

## 2. Executive Summary

- Brief overview of the issue  
- Impact summary  
- Current resolution status

## 3. Issue Description

- What happened?  
- When and where did it occur?  
- Systems/Applications/Services affected

## 4. Impact Analysis

- Business impact  
- User impact  
- Duration of the issue

## 5. Timeline of Events

- Chronological order of incident from detection to resolution  
- Timestamps of key actions or events

## 6. Detection Method

- How was the issue detected?  
- Tools or monitoring systems used

## 7. Root Cause Analysis

- Primary root cause  
- Contributing factors  
- Diagnostic steps taken  
- Logs/screenshots/traces analyzed

## 8. Workaround (if RCA not fully resolved yet)

- Temporary steps taken  
- Limitations of the workaround  
- Instructions for using/applying the workaround

## 9. Resolution/Recovery Steps

- Final fix (if available)  
- Scripts/patches/config changes used  
- Teams involved in resolution

## 10. Preventive Measures

- Action items to avoid recurrence  
- Permanent fixes planned/in progress  
- Monitoring or alerting enhancements

## 11. Lessons Learned

- What went well  
- What could be improved  
- Team communication feedback

## 12. Appendices

- Supporting logs/screenshots  
- Reference links  
- System architecture diagrams (if applicable)