5 WHYS TEMPLATE

The website experienced unexpected downtime

WHY 1 ? Unprepared for rapid traffic growth and server overload

WHY 2 ? Traffic spike from viral marketing campaign

WHY 3 ? Viral campaign caught us unprepared for traffic surge

WHY 4 ? Lack of automatic scaling for traffic growth

WHY 5 ? Unprepared for rapid traffic growth and server overload

TemplateLAB

Root Cause	Lack of automatic scaling to handle traffic surges
Solution	Implement automatic scaling to prevent future downtime during traffic spikes