1. **Issue Identification:**
    - Identify and define the specific problem or issue affecting the e-commerce application.
    - Use monitoring tools and logs to gather relevant information.
2. **Root Cause Analysis:**
    - Analyze the data to determine the root cause of the problem.
    - Utilize IBM Cloud Foundry features for logging, tracing, and monitoring to pinpoint issues.
3. **Scaling Resources:**
    - If the problem is related to performance or scalability, consider scaling resources.
    - IBM Cloud Foundry allows you to adjust the number of instances and allocated resources easily.

4. **Configuration Check:**
    - Review the application and IBM Cloud Foundry configuration settings.
    - Ensure that environment variables, service bindings, and dependencies are correctly configured.
5. **Dependency Management:**
    - Verify that external dependencies, such as databases or APIs, are accessible and functioning properly.
    - Use IBM Cloud services for robust and scalable data storage.
6. **Code Review:**
    - Examine the application code for potential bugs or inefficiencies.
    - Leverage IBM Cloud Foundry's integration with development tools for debugging.

7. **Version Control:**
    - Ensure that you are running the latest version of your application and IBM Cloud Foundry services.
    - Consider rolling back to a previous version if a recent update caused the issue.
8. **Security Audit:**
    - Conduct a security audit to identify and address vulnerabilities.
    - Leverage IBM Cloud Foundry security features and best practices.
9. **Continuous Integration/Continuous Deployment (CI/CD):**
    - If available, use CI/CD pipelines to automate testing and deployment processes.
    - IBM Cloud Foundry integrates with DevOps tools for streamlined workflows.

10. **Documentation and Collaboration:**
    - Review documentation for both the e-commerce application and IBM Cloud Foundry.
    - Collaborate with development and operations teams to share insights and resolve issues effectively.
11. **IBM Support:**
    - If the issue persists, reach out to IBM Cloud support for assistance.
    - Provide detailed information about the problem, steps to reproduce, and any relevant logs.