

## ROOT CAUSE ANALYSIS REPORT

RCA PREPARED BY	
RCA PREPARED BY (TOWER/ TEAM)	
RCA REVIEWED ON	
RCA REVIEWED BY (INTERNAL)	
RCA REVIEWED BY (CUSTOMER)	
RCA START DATE	
INITIAL RCA IDENTIFIED ON	
FINAL RCA DELIVERED ON	
RCA SIGNED OFF ON	
RCA SIGNED OFF BY (INTERNAL)	
RCA SIGNED OFF BY (CUSTOMER)	

All time stated here are in IST, unless otherwise stated.

INCIDENT TICKET(S) NUMBER(S)	
THIRD PARTY / VENDOR TICKETS(S)	
INCIDENT SEVERITY	
INCIDENT REPORTED ON	
INCIDENT RESOLVED ON	
APPLICATIONS / SERVICES IMPACTED	
NAME OF THE INCIDENT RESOLVER	

**Incident summary**

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**Solution Summary**

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**Did the incident breach the SLA? If so, what is the reason?**

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**Course of events**

Date Time	Action Description

**Root Cause Analysis (5 Why Analysis): What was done to analyse the Problem?**

	Cultural	Organizational	Process	Technology
Q1.				
Response				
Q2.				
Response				
Q3.				
Response				
Q4.				
Response				
Q5.				
Response				

**Root Cause Description: What Caused this incident?**

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**What was done to solve the incident? *Detailed Description.***

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**If any change was the cause, what is the change reference?**

Change Reference	Change Implemented On	Change Description

**If root cause is not identified, show the evidence of what investigation taken place so far.**

Action	Result	Evidence

**Action Plans**

Action Details	Owner	Due Date	Status

**Lessons Learned**

Sr. No.	Description

## About Snippyguy

Snippyguy is a purpose-led transformation partner to many of the world's largest businesses. For more than years, it has been collaborating with clients and communities to build a greater future through innovation and collective knowledge. Snippyguy offers an integrated portfolio of cognitive powered business, technology, and engineering services and solutions. The company's consultants in various countries help empower individuals, enterprises, and societies to build on vision and innovation.

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