

RCA Escalation Process

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NEW Process

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RCA Escalation Process

How to handle RCA for Transient failures

Follow [RCA for transient failures](#) TSG to provide RCA to Customer on transient failures/System errors

When to use this RCA process?

This process should be used ONLY when one or more of the below conditions is true.

- ASC Insight not generated OR generated without customer-ready content (CRC) and No TSG available.
- Customer requesting for detailed RCA after providing resolution to the Customer or initial cause of the issue.
- Active Incident turn into RCA Request and incident requires engineering expertise to root cause.

If one or more of the above conditions is true, engage engineering for RCA following the steps below.

Guidelines to create/update RCA

- If there is no AVA thread and no CRI, please follow the [AVA escalation process](#).
- If there is an AVA thread and no CRI, please continue requesting RCA in the same AVA thread.
- If there is an AVA thread and escalated it to a CRI, please follow below guidelines on **how to update RCA in CRI/ICM**.

How to Update RCA in CRI/ICM

- While requesting for RCA, make sure to include all the necessary information.

- Make sure to append [RCA Needed] to the title of the CRI.
- Open the CRI created (https://portal.microsofticm.com/imp/v3/incidents/details/your_icm#) to update custom field **[RCA Needed]** as shown below. It is **critical** to set this column to **[Yes]** for engineering to qualify the incident for root cause analysis.

The screenshot shows the Microsoft ICM portal interface. The top navigation bar includes links for Dashboard, Incidents, Outages, On Call Lists, Reporting, Automation, and Administration. Below this, there are tabs for create, Queries, Postmortems, Details, Diagnostics, Notifications, Postmortem, Activity Log (History), and Similar Incidents (10). A 'Save' button is visible. The main section is titled 'Custom Fields for Service Category Azure'. It contains several fields: 'Ops Team Effort', 'Alert Name', 'Notified Ops Lead', 'RCA Needed' (highlighted with a red box and set to 'Yes'), 'Trigger Field', 'Node ID', 'Next Action Time', and 'Public Postmortem Needed'.

- Note - the above step to set **[RCA Needed]** is also **required** for break/fix incidents that turns into RCA request after mitigation.
- By default [RCA Needed] column will hold the default value as [No] when CRI created from ASC.

Tracking RCA incidents

- If there is an AVA thread and no CRI, please track the AVA conversation.
- If there is an AVA thread and escalated it to a CRI,
 - Engineering /CSS will be able to track the RCA Incidents status using [RCA Needed] custom column.
 - Time to RCA is measured as the delta between the latter of [ICM mitigated time, time when [RCA Needed] is set to Yes] and the time when the Root Cause section is populated
 - Backlogs of RCAs will be managed /reviewed by Engineering during live site meetings.

Dataflow Escalations to Synapse PG

- CSS should stop communicating with Synapse PG directly.
- Route questions through Dataflow ICM only. ADF PG will follow-up with Synapse PG on ICMs with them.

Severity guidelines for CRI

- RCA do not qualify for Sev2 and this is applicable for all support plans.
- RCA requests for ARR customers should include [ARR Customer] to the title. This will help engineering team to work on these requests at a higher priority over other RCA requests.
- When an active Sev-2 turns into a RCA (self healed or mitigated and waiting for RCA), please ensure to lower the severity to continue working with engineering on RCA request.

- FYI - in most cases, when Sev-2 is mitigated and pending for RCA, the status will be updated from Active to Mitigated by PG.

SLAs / Delays

- We do not have an service level agreement with engineering for RCA delivery request.
- Due to the nature and complexity of the issue, the duration required for identifying root cause will vary and makes harder to set SLA.
- Follow [CSAT Impacting process](#), when RCA pending with extended delay and/or customer unhappy with the delay to expedite.
- **Exceptions** - Complexity of the issue influence RCA delays which can take extremely long to determine the cause. Also, the increase in volumes and engineering bandwidth can force delays at times.

RCA Delivery

- If there is an AVA thread and no CRI, please deliver the RCA in AVA itself.
- If there is an AVA thread and **escalated it to a CRI**:
 - PG will check for [RCA Needed] column RCA ICMs to deliver the root cause.
 - RCA by PG should be delivered only in the Root cause section of the ICM and not in the discussion tab or other places. Sample ICM w/RCA updated

Root Cause

ⓘ There are 1 incidents linked to this root cause, any change to this root cause will be reflected to all the linked incidents.

Root Cause Title: [S500: NUANCE COMMUNICATIONS INC] [S500: NUANCE COMMUNICATIONS INC] [CSS CASE SEV B ARR] [Nuance] - [Database is Unavailable]

Root Cause Category: Service - Design Limitation [Link](#) [Unlink](#)

Root Cause Subcategory:

Root Cause Details:

Repair Items [+](#) [✓](#)

- If RCA is no longer needed, set the 'RCA Needed' field to 'No' under Custom Fields for Service Category Azure.
- If for any reason (pure customer error or ICM creator misunderstanding), unable to provide an RCA, use Root Cause Category as "Unable to determine" and provide a reason in the "Root Cause Details" as shown below:

How good have you found this content?

