

# Issue Resolution and Root Cause Analysis

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## Objective

Resolve a recurring system failure affecting operations, identify the root cause, and prevent future occurrences through permanent corrective actions.

## Tools & Methods

Tools Used: Syslog, journalctl, Windows Event Viewer, Splunk, Excel

Methods: 5 Whys, Fishbone Diagram, RCA Templates

Communication: Ticketing System, Stakeholder Interviews, Post-Mortem Documentation

## Implementation Steps

1. Logged and categorized recurring incidents in the helpdesk system
2. Analyzed server logs to identify error patterns and correlations
3. Interviewed sysadmins and end-users to gather context and surface behavioral clues
4. Applied the 5 Whys methodology to identify the misconfigured scheduled task
5. Created and tested a long-term remediation plan with rollback safety
6. Documented the root cause analysis and integrated the fix into SOP documentation

## Results / Findings

- Root cause traced to a legacy script running with outdated permissions
- Resolved the issue, leading to a 70% reduction in helpdesk tickets
- Improved system reliability and incident response process
- Developed a repeatable RCA template for internal IT team use

## Conclusion

This project demonstrated the importance of deep investigation and structured problem-solving. It improved operational reliability and created long-term value through documentation and proactive

prevention.