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|---|-----------------------------|
| [RCA-41] <Customer Name> - RCA <mm/dd/yyyy> Created: 12/Sep/24 Updated: 21/Oct/25 | |
| Status: | Root Cause and Action Items |
| Project: | Root Cause Analysis |
| Components: | None |
| Affects versions: | None |
| Fix versions: | None |

| | | | |
|---------------------|------------------|-----------|------------|
| Type: | RCA | Priority: | Medium |
| Reporter: | Dobri Boyadzhiev | Assignee: | Unassigned |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | 1 minute | | |
| Time Spent: | 0 minutes | | |
| Original estimate: | Not Specified | | |

| Issue links: | Cloners is cloned by RCA-373 <Customer Name> - RCA <mm/dd/yyyy> Data Collection is cloned by RCA-372 TMobile - RCA 09/17/25 Root Cause and Action Items | | | | | | | | | | | | | | | | | | |
|---------------------------------|--|-------|----------------------------------|-------------|------|-------|--------|-------------------------|------------------------------------|-------|----------------------------------|-------------------------|------------------------------------|-------|----------------------------------|-------------------------|------------------------------------|-------|----------------------------------|
| Zendesk: | ▪ #XXXXXX | | | | | | | | | | | | | | | | | | |
| Slack: | ▪ #prod-YEARMONTHDATE-cXXXXXX | | | | | | | | | | | | | | | | | | |
| Initial Root Cause: | <Add your initial RCA here> | | | | | | | | | | | | | | | | | | |
| Final Root Cause & Conclusions: | ▪ <Add your final RCA and Conclusions here> ▪ <Add your final RCA and Conclusions here> ▪ <Add your final RCA and Conclusions here> ▪ <Add your final RCA and Conclusions here> ▪ <Add your final RCA and Conclusions here> | | | | | | | | | | | | | | | | | | |
| Action item(s): | After updating the table below, ensure the tickets are linked with the `relates to` type. <table><tr><th>Description</th><th>Type</th><th>Owner</th><th>Ticket</th></tr><tr><td><What is the AI about?></td><td>Investigate or Prevent or Mitigate</td><td>@name</td><td><jira-ticket> e.g: RED-999999</td></tr><tr><td><What is the AI about?></td><td>Investigate or Prevent or Mitigate</td><td>@name</td><td><jira-ticket> e.g: RED-999999</td></tr><tr><td><What is the AI about?></td><td>Investigate or Prevent or Mitigate</td><td>@name</td><td><jira-ticket> e.g: RED-999999</td></tr></table> | | | Description | Type | Owner | Ticket | <What is the AI about?> | Investigate or Prevent or Mitigate | @name | <jira-ticket> e.g: RED-999999 | <What is the AI about?> | Investigate or Prevent or Mitigate | @name | <jira-ticket> e.g: RED-999999 | <What is the AI about?> | Investigate or Prevent or Mitigate | @name | <jira-ticket> e.g: RED-999999 |
| Description | Type | Owner | Ticket | | | | | | | | | | | | | | | | |
| <What is the AI about?> | Investigate or Prevent or Mitigate | @name | <jira-ticket> e.g: RED-999999 | | | | | | | | | | | | | | | | |
| <What is the AI about?> | Investigate or Prevent or Mitigate | @name | <jira-ticket> e.g: RED-999999 | | | | | | | | | | | | | | | | |
| <What is the AI about?> | Investigate or Prevent or Mitigate | @name | <jira-ticket> e.g: RED-999999 | | | | | | | | | | | | | | | | |
| Rank: | 1 j032zl: | | | | | | | | | | | | | | | | | | |
| INFO PANEL: | What is the purpose , scope , and goal of the Internal R&D RCA Process, including its triggers , Jira workflow, and key procedures? To find the answers → Go here . 1. Start an RCA by creating an RCA ticket → Go here . 2. Work on the Root Cause and RCA Action Items → Go here . 3. View all RCAs, Action Items, and KPI statistics → Go here . | | | | | | | | | | | | | | | | | | |
| Is Customer RCA needed?: | Yes | | | | | | | | | | | | | | | | | | |

Description

| | |
|----------------------------------|------------------------------------|
| Summary: <Add the summary here.> | |
| Date and Time (UTC) | Activity |
| MMM-DD-YYYY, HH:MM | <What happened/what has been done> |
| MMM-DD-YYYY, HH:MM | <What happened/what has been done> |
| MMM-DD-YYYY, HH:MM | <What happened/what has been done> |

10/24/25, 10:30 AM

[#RCA-41] <Customer Name> - RCA <mm/dd/yyyy>

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