RCA Initiation and Data Collection Procedure

Objective

> The objective is to guide the **Initiator** (teams, such as the Cloud Operations Team, Customer Support Team, and SRE), in promptly starting the Internal R&D RCA and Continuous Improvement Process.

It involves creating and managing a Jira RCA ticket, gathering relevant data, setting the appropriate ticket status, and ensuring accurate documentation to support thorough analysis and resolution by subsequent teams.

Instructions and Guidelines

> The Initiator must complete the RCA Initiation and Data Collection Procedure within 6 hours after the incident is resolved (as per KPIs).

1. **Analyze Trends**
   a. Using the RCA Dashboard (RCA tickets results → RCA tickets in details tab), check for the following:
      i. If an RCA already exists for the same issue/customer, update its timeline with all new details.
      ii. If no RCA exists, proceed with the next steps.
2. **Clone** the Template Ticket:
   a. Open the RCA Ticket, click on the three dots in the top right corner, and select Clone.
   b. When cloning the ticket, in the popup window update: <Customer Name> - RCA <mmddyyy>.
   c. If more than one customer is affected, replace <Customer Name> with the ClusterID or Major Service Affected (like DNS).
3. **Fill** in the Required Fields:
   a. **Right Panel**:
      i. Assign yourself as the reporter.
      ii. Add all active participants of the incident in the Contributors section.
      iii. Provide Cluster ID, Account Name (It is a Jira label - replace spaces in the name with underscores _), Account ID, Select Cloud or Software, Affected Component.

b. **Main Section**:
   i. Enter the Start Time and End Time in UTC.
   ii. Link Zendesk Ticket ID/s to the relevant tickets (e.g. #131142).
   iii. Provide the Slack Channel Name and create a hyperlink (e.g. #prod_incident-20250127-biocatch_prod37_zd131142).
   iv. Key Points to Include in the Description section:
      1. **Must-Have:** Incident summary, customer impact statement, timestamps of critical events, impact assessment, mitigation actions, and escalation details (e.g., notifications sent to on-call engineers).
      2. **Additional (if available):** Extra system logs or monitoring data, non-critical commands, supporting screenshots or supplementary details.
   v. **Initial Root Cause** - based on a high-level understanding, identified during the production event or part of the preliminary investigation.

4. **Link:**
   a. Link all relevant tickets to the RCA (use *relates to* and add the ticket), including those created during incident resolution or afterward.
   b. Include any relevant external URLs, such as files, logs, procedures, and Jira tickets.
5. **Update** Ticket Status:
   a. Change the ticket status from DATA COLLECTION to ROOT CAUSE AND ACTION ITEMS once data entry is complete.

In certain cases, the Initiator team will deliver the root cause and the action items. If this occurs, proceed with the [Root Cause Identification and Action Plan Development Procedure](#).

Additional Information

- If a handover is required, the engineer taking over must follow the current procedure while keeping the RCA Time to Initiate (RTTI) KPI < 6 hours in mind.
- Ensure consistency in text format and template structure (e.g., hyperlinks, tables) as they are used in multiple reports, including daily email updates.
- Changing RCA ticket statuses automatically sends notifications to #root-cause-analysis.
- If an RCA meeting is scheduled, be prepared to present the timeline, participate in discussions, ask questions, and take ownership of action items.

Related Procedures

- R&D Root Cause Analysis and Continuous Improvement Process
- Root Cause Identification and Action Plan Development Procedure (For the teams, responsible for providing the relevant Root Cause, Conclusions, and Action Items).