**RC 102**

Root Cause Analysis

(Individual Item)

**Author:** <author name>



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**Defect Number:** <Defect number, as recorded in the defect tracking system, JIRA/Redmine>

**Defect Description:** <Description of the defect, as reported>

**Reported Date:** <The date of reporting>

**Product:** <The product, the defect belongs to. Products can be PMS 2.0, PMS 2.1, PMS – UTA, PMS 1.X, EAO, EMR, GMS etc.>

**Client:** <The client, who made out this defect. It can be an External Client or KSI>

**Defect Category:** <It can be one from the categories of: Blocker, Critical, Non-Critical Major and Minor>

Defect Contributor: <It can be from the options of Requirements Analysis, High-Level Design, Low-Level Design, Coding and Quality Control>

**Root Cause of the Problem:** <What actually caused the problem and how the defect got introduced into the code>

**Possible Time of Induction:** <Possible time, when the defect entered the code>

**Resolution Plan:** <The plan for resolving the defect>

**Plan for Preventing Repetition:** <What steps being initiated to ensure that similar defect do not enter into the code again in future. It also has to answer, whether the whole team is made aware of this defect>

**Current Status:** <The updated status of the defect. It shall be among: Resolved, Fixed, Pended and Open>

**Comments:** <Any comments to communicate the notes related to this defect. They can be attached with a date prefix>