

**ROOT CAUSE ANALYSIS**

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| **Issue Tracking Number**  Case <support case numer> (< CPE-XXXX number > / <CONTAP-xxxxx number CONTAP-xxxxxx  **Issue Synopsis**  < one line problem synopsis >  **Customer**  < customer name > |
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# **Executive Summary**

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# EVENT

## Problem Summary

## Impact

## Root Cause

# RISK ASSESSMENT

## Likelihood of occurrence

## Vulnerability in existing environment

## Overall risk profile

# MITIGATION

## Workaround

## Known Defect(s) and Resolution

## New Defect(s) and Resolution

## Recommended System/Environmental Changes

# PREVENTION

## Prevention in current estate

## Future prevention

## Monitor for prevention