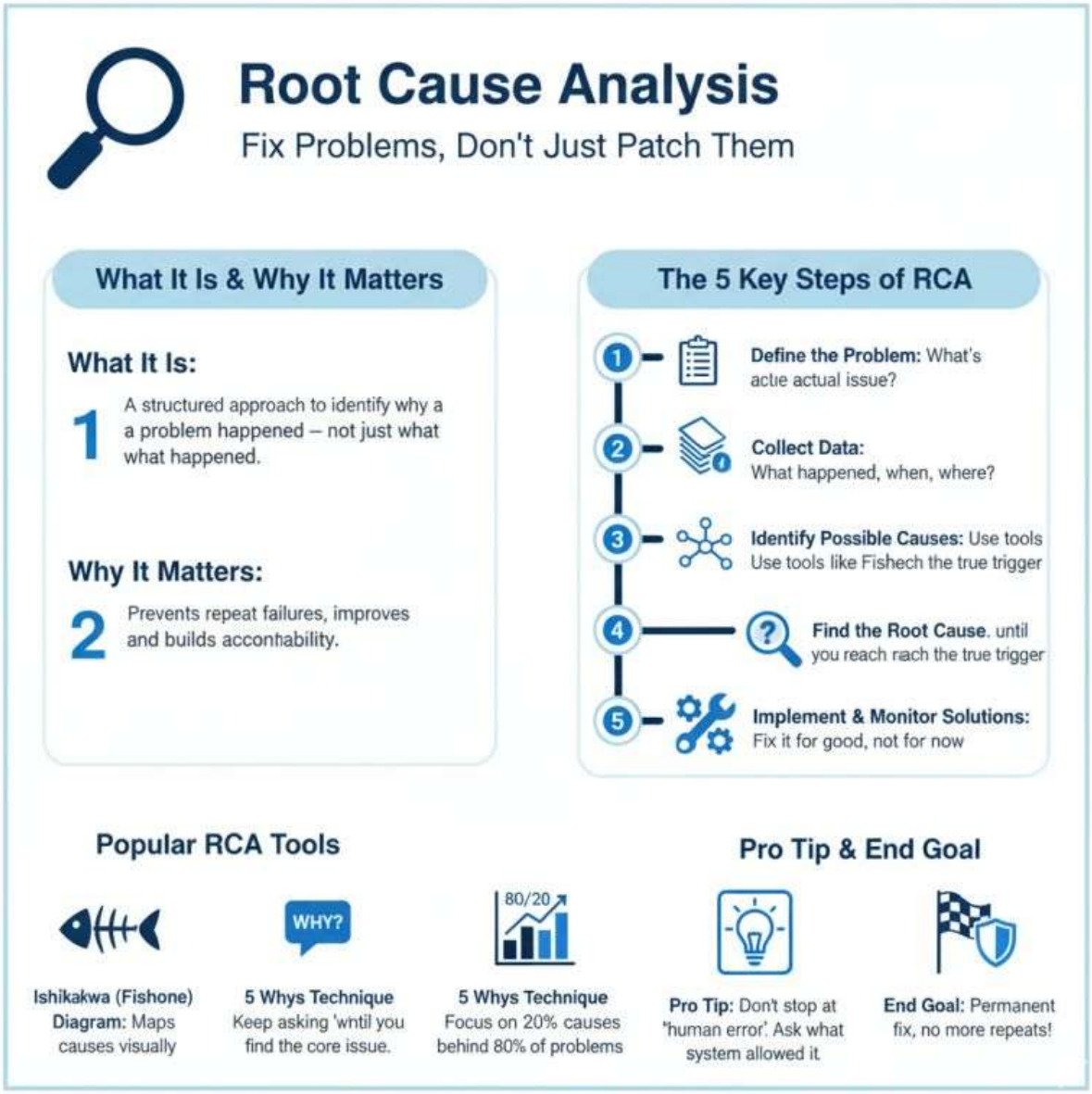
📘 Business Analyst with Root Cause Analysis (RCA)

🎯 Overview:

Root Cause Analysis (RCA) is a structured problem-solving approach used to identify the **fundamental cause** of an issue rather than just fixing its symptoms.



For a **Business Analyst (BA)**, mastering RCA means ensuring that business problems are **accurately understood**, **effectively resolved**, and **prevented** from recurring.

⚙️ Objectives of RCA

- Identify what happened
- Understand why it happened
- Implement corrective and preventive measures (CAPA)

🧩 Key Techniques

1. **5 Whys** – Ask "Why?" repeatedly to reach the core issue.
2. **Fishbone Diagram (Ishikawa)** – Categorize causes under People, Process, Technology, Environment.
3. **Pareto Analysis (80/20 Rule)** – Focus on the few causes creating most of the problems.

👨‍💼 Business Analyst's Role in RCA

- **Define the Problem:** Clarify scope, business impact, and symptoms.
- **Gather Data:** Collect evidence from systems, users, and logs.
- **Facilitate RCA Sessions:** Use structured techniques with cross-functional teams.
- **Document Findings:** Summarize root cause, corrective and preventive actions.
- **Implement and Validate:** Ensure fixes resolve the actual problem **Update Requirements:** Reflect process or system changes in user stories or BRD.

💡 Example Scenario

Project: Mobile Banking App – Fund Transfer Failure

Problem:
Customers reported that fund transfers were failing intermittently during peak hours.

RCA Steps:

1. **Problem Definition:** Transaction failures between 6–9 PM daily.
2. **Data Collection:** Application logs show timeouts; backend database at 95% capacity.
3. **Five Whys Analysis:**
    - Why 1: Why are transactions failing? → System timeout.
    - Why 2: Why timeout? → Database not responding.
    - Why 3: Why is DB unresponsive? → High load during peak hours.
    - Why 4: Why high load not handled? → Auto-scaling not triggered.
    - Why 5: Why auto-scaling not triggered? → Incorrect configuration parameter.
4. **Root Cause:** Misconfigured database auto-scaling threshold.
5. **Corrective Action:** Update configuration and perform load testing.
6. **Preventive Action:** Implement monitoring alerts for threshold breaches.

BA Deliverables:

- RCA Report
- Change Request Document
- Updated Functional Requirement Specification (FRS)
- Lessons Learned Document

🧠 Outcome

- Issue permanently resolved.
- Improved system stability and customer satisfaction.
- Enhanced collaboration between business, tech, and operations teams.

🏁 Conclusion

Root Cause Analysis empowers Business Analysts to move beyond symptoms and deliver **sustainable, value-driven solutions**.

THANK YOU!

📱 For training & other queries. Please Call or WhatsApp: [+91 9550918776]

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