

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.



Root Cause Analysis

Fix Problems, Don't Just Patch Them

What It Is & Why It Matters

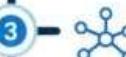
What It Is:

1 A structured approach to identify why a problem happened – not just what happened.

Why It Matters:

2 Prevents repeat failures, improves and builds accountability.

The 5 Key Steps of RCA

-  Define the Problem: What's the actual issue?
-  Collect Data: What happened, when, where?
-  Identify Possible Causes: Use tools like Fishbone to find the true trigger
-  Find the Root Cause: until you reach the true trigger
-  Implement & Monitor Solutions: Fix it for good, not for now

Popular RCA Tools

		
Ishikawa (Fishbone) Diagram: Maps causes visually	5 Whys Technique Keep asking 'why' until you find the core issue.	80/20 Rule Focus on 20% causes behind 80% of problems

Pro Tip & End Goal

	
Pro Tip: Don't stop at 'human error'. Ask what system allowed it.	End Goal: Permanent fix, no more repeats!

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)
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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.
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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
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Outcome

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

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

THANK YOU!

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