Root Cause Analysis Template

Document Name & Version	Root Cause Analysis Template v2.doc	Date Approved	12/14/2005
Document Relevance	IS Downtimes & Systems performance issues	Date Revised	11/28/2006
Document Creator	Todd Baskett	Date Initiated	12/14/2005
Document Sponsor	Deborah Yogel	Document Location	

Purpose

Purpose	This template serves as the approved format for documenting a Root Cause Analysis in response to a systems outage or degradation. It is to be used in conjunction with the Root Cause Analysis Instructions document which provides additional guidance and a framework for this documents completion.

Requirements

Requirements	This template must be used in cases where a formal Root Cause Analysis is required or requested.

Expected Outcomes

Expected Outcomes	• By following the step-by-step process of the Root Cause Analysis process, a consistent methodology and approach will uncover actionable findings related to a systems outages or degradation.

RCA SUMMARY SECTION:

SUMMARY OF MAJOR INCIDENT:
Insert a high-level summary of the outage or service degradation here.

INCIDENT DURATION: *Insert event duration here (start date & time – finish date & time & total number of minutes)*

DESCRIPTION OF MAJOR INCIDENT: *Insert a detailed description of the outage or service degradation here.*

SLA MISS (Yes/No): YES   **EXPECTED SLA (3 Hour Resolution SLA)**

BUSINESS IMPACT ANALYSIS:

Business Units/Sites/Departments Impacted:	Application(s) Impacted:

DETAIL SECTION:

Magic Ticket Number(s): 123456	Date Created: 11/30/2005
Priority/Tier Rating: Priority 1 & Tier-1	RCA # Assigned by Quality Management
Vendor: Vendor Name	Vendor OLA:

CHRONOLOGICAL SEQUENCE OF EVENTS:

Date	Time	Who	What

	ISSUES IDENTIFIED:	ASSOCIATED LESSONS LEARNED:
A		
B		
C		

	RECOMMENDED ACTION ITEMS:	APPROVED BY:	OWNER (person):	COMPLETION DATE:
A1				
A2				
A3				
B1				
B2				
C1				

RCA DRAFT PARTICIPANTS:	DATE:

RCA SUMMARY REVIEW FINDINGS:

REPORT AUTHOR:	DATE:

DIRECTOR/MANAGER ACCEPTANCE:	DATE: