

# ROOT CAUSE ANALYSIS

## ROOT CAUSE ANALYSIS DETAILS

This template has been downloaded from [stakeholdermap.com](http://stakeholdermap.com). Get more details on [Root Cause Analysis and how to fill in this template](#).

### REPORT PREPARED BY

NAME

EMAIL

PHONE

SYSTEM NAME

URL/LOCATION

SYS ADMIN

CLIENT SYS ADMIN

## PROBLEM STATEMENT

<Describe the issue with the system, including what is occurring, where, and its impact. Try to keep it precise and factual and avoid emotive language.>

### Example 1

*Intermittent performance issue reported by users in multiple locations. Month end forms slow to refresh and submit. This could delay the completion of the month-end process.*

### Example 2

*Error message received when users try to search in the companies module. Error reads 'Error 43 syntax error row 3531 expected end statement'. This is causing delays in call handling while agents manually look up company details.*

## TIMELINE OF EVENTS

<Provide a brief chronology of events, including any recent changes in the system.>

### Example 1

- *Xx/xx/xxxx 00:00 – problem reported by London office.*

## ROOT CAUSE ANALYSIS

- *Xx/xx/xxxx 00:00 – reports from India office.*
- *Xx/xx/xxxx 00:00 – Incident logged.*
- *Xx/xx/xxxx 00:00 – Investigation started.*
- *Xx/xx/xxxx 00:00 – Fix identified.*

## STEPS TO REPLICATE

*<Give clear steps to replicate the issue including any logins and data that is needed to trigger the problem.>*

### *Example 1*

1. *Login as testuser124*
2. *Open Month End menu and select submit data.*
3. *Use sample month end data in appendix.*
4. *Complete Month End form and click submit.*
5. *Repeat steps 2 – 4 until performance is reduced.*

## DETAILS OF INVESTIGATION

*<Describe what you have done to find the root cause. Include any potential causes that you have ruled out and why.>*

### *Example 1.*

1. *Alongside replication we:*
  - a. *Checked error logs.*
  - b. *Monitored CPU, memory, garbage collection etc.*
  - c. *Monitored users logged.*
2. *Multiple errors show blocking SQL statement.*

## ROOT CAUSE

*<Describe the root cause of the issue as precisely as possible. If further work is needed to pin down the exact root cause you can describe that here.>*

### *Example 1*

1. *SQL query to fin-db slowing submission because it doesn't handle NULL values.*

## STEPS TO FIX

*<Document the steps that will be taken to fix the cause of the problem. You can include technical details like code here or in an appendix.>*

## ROOT CAUSE ANALYSIS

### Example 1

1. Re-write SQL query to handle NULL values. See Appendix for SQL.

### WHO WILL FIX?

<Give the name of the person or team who will implement the fix.>

### TIMELINE FOR FIX

<Describe when the fix will be implemented. Include any downtime and testing time.>

### HOW THE FIX WILL BE TESTED

<Document the steps that will be taken to test that the fix has worked.>

### Example 1

1. Users login and submit test end test data at times they normally would.
2. Support monitor logs, CPU etc.
3. Users observe whether performance has improved.

### APPROVAL AND SIGN-OFF

<List the people who will need to approve this root cause analysis.>

APPROVER AND TITLE	SIGNATURE	DATE

### DOWNLOAD MORE PROJECT TEMPLATES

[Microsoft Project Plans](#) – real world project plans in Microsoft Project.

[Project Management Templates](#) – FREE project management templates in Word and Excel

[Stakeholder Management Templates](#)

[Flowcharts to download](#) in Visio and PDF

[Risk Register in Excel](#) – download immediately

[Work Breakdown Structure Excel template](#)

[Work Breakdown Structure \(WBS\)](#) FREE examples to download immediately.