

Root Cause Analysis Documentation

Date:

[YYYY-MM-DD]

Prepared By:

[Name, Department]

Incident ID:

[Unique Reference]

1. Incident Description

Briefly describe the incident, include what happened, when, and how it was detected.

2. Impact Assessment

List affected systems, departments, users, business impact, and timeline of outage or degradation.

3. Immediate Actions Taken

1. Step taken to contain or mitigate the issue
2. Who was involved and when
3. Short-term fixes applied

4. Root Cause Identification

Detail root cause(s) using techniques such as "5 Whys" or cause-and-effect diagrams. Be specific about the technical or process failure.

5. Corrective and Preventive Actions

1. Permanent solutions implemented or planned
2. Process improvements recommended
3. Owner and timeline for each action

6. Verification and Follow Up

- How the effectiveness of actions will be verified
- Planned dates for review
- Responsible persons

7. Lessons Learned

Summarize insights gained and recommendations for future prevention.

8. Supporting Evidence

Reference logs, screenshots, timelines, or other relevant documentation.

Important Notes:

- Be objective and focus on processes or systems, not individuals.
- Documenting RCA helps prevent future incidents and supports continuous improvement.
- Be thorough and base findings on evidence.
- Review and update this document as corrective actions are completed.