

# 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

- Step taken to contain or mitigate the issue
- Who was involved and when
- 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

- Permanent solutions implemented or planned
- Process improvements recommended
- 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.