

## ITRCA – IT Root Cause Analysis

### Overview

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Imagine having an Incident Investigation Process that would do the following for you;

- Gives you step by step guidelines on how to approach an incident situation
- Provides you with the questions to ask for any type of Incident situation
- Provides you with the framework to get inputs from SME's
- Gives you the ability to work through an incident systematically, providing you with an answer that everyone agrees on.

### KEPNERandFOURIE's™ Root Cause Analysis Process

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The root cause analysis (RCA) process involves four phases for guaranteed success;

1. **Incident Statement** – you will learn how to identify the correct incident statement accurately, ensuring you and your team is addressing the correct situation. This is a very powerful step in helping you identify the 'one object' and 'one fault' needed to start an effective and successful investigation.
2. **Generate Incident Detail** – you will follow a template of questions in four dimensions, which when asked will provide you and your team with a very good understanding of the incident situation. In fact, it will provide you with many ideas about what could have caused the incident. The aim of the questions is to create a factual 'snapshot' of the incident situation to spur logical ideas about cause.
3. **Generate Possible Causes** – the previous step will provide areas of contrast in the information gathered, and this will give you a very good idea where the reason for the incident could lie. You and your colleagues would be able to use your gut feel, logic and experience to hypothesize how the incident could have occurred.
4. **Confirms Cause** – firstly you would be able to jointly 'test' the theories on paper to identify the most probable causes. Then you would be able to test the winning most probable cause(s) in the work situation. The aim is to first identify and confirm the technical reason for the incident and then to identify and remove the Root Cause.



### Application opportunities

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You would be able to use this methodology for all severity type incidents. The KandF methodology is adapted for each severity and all you have to do is to use the appropriate approach for the type of severity incident.

- Thinking on Your Feet – this is a short five to ten minute approach helping with the need to think through a situation quickly and arriving at the best accurate answer immediately.
- Intuitive Approach – this approach is used for situations where you need to involve others to get their inputs and expertise to identify and test the most probable cause for most severity type incidents.
- Investigative Approach – mostly for sticky and ugly kind of incidents where you need to find the root cause of an incident that has not been solved for days, weeks or months.