



Root cause analysis tools, training,
software & investigations

Dear Cory,

This month's example RCA involves a networking issue with the Google Compute Engine. Based upon Google's analysis, we examine the customer impacts, causes, and the solutions being implemented. In addition, see below for an opportunity to join our **Incident Timeline** Beta test team, read about Return on Investment for your RCA efforts, and view our webinar and training schedule.

RCA Example: Google Cloud - Negative Customer Impacts

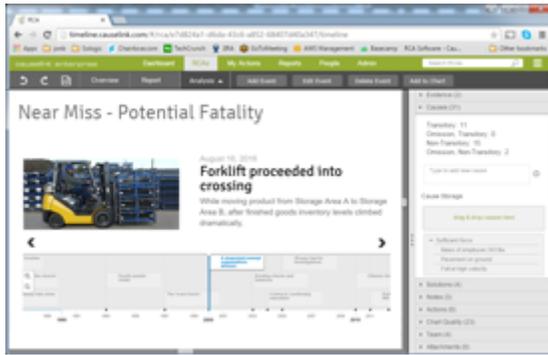
Google experienced a major issue with its cloud services, resulting in 99 minutes of negative impacts to its customers. Learn about the causes of this event, and the solutions Google is implementing to prevent recurrence.



[Download PDF](#)

Incident Timeline Beta Release

Incident Timeline is the latest feature to be included in Causelink RCA software. Starting September 8th, we invite you to try Timeline Beta and send us your feedback.



Create your own incident timeline, copy events to the cause and effect chart, and download a timeline PDF. Your input will help us refine the feature for a production release in early 2017. To show our appreciation, we are offering a **free one-year eRCA Fundamentals** license to

those who participate. This license can be used by you or anyone on your team to gain participant-level RCA training or refresh RCA skills.

[Sign Up Now](#)

Blog: Return on Investment

While the money you spend to investigate problems and implement solutions is real, your returns equate to a reduction in risk. In other words, the problem cost you a lot of money and now you are going to spend a little more in order to reduce the risk of the problem happening again. [Learn to calculate ROI for your RCA efforts.](#)

Quality escape (Product contaminated)



Webinar and Training Schedule

Sologic offers public training courses in a variety of locations in North America and Europe. We also offer educational webinars for past students, as well as for those new to Sologic who wish to learn more.

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Best regards,

Cory Boitoneau

Manager, Marketing & Sales

Sologic Root Cause Analysis

206-783-4803

cory.boitoneau@sologic.com

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Sologic, LLC, 2501 Washington Street, 2nd Floor, Midland, MI 48642

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