



RCA Name eRCA completion not saved
 Report Number BC-1642
 Report Date 10/25/2013
 RCA Owner Jon Boisoneau

Root Cause Analysis Report

Problem Statement

Focal Point Customer complaint about eRCA reporting

When

Start Date 10/22/2013 End Date 10/22/2013
 Unique Timing When users reach the second to last screen in the course

Where

Location Learning Management System
 Component eRCA Fundamentals course

Actual Impact

		Cost
Customer Service	Poor customer perception	\$0.00
Cost	Employee troubleshooting time	\$1,000.00
Customer Service	Instructor knowledge of student status decreased	\$0.00
	Actual Impact Total:	\$1,000.00

Frequency 4 times per year

Frequency Notes Several companies contacted support about this but we could never find the cause of the problem until now.

Potential Impact

Revenue	Could lose future sales because of inconvenience	\$100,000.00
	Potential Impact Total:	\$100,000.00

Report Summaries

Cause and Effect Summary

A customer reported that some members of their team had completed the eRCA coursework and passed the test, but management reporting did not reflect their course completion status.

Sologic was able to repeat the problem by exiting the program after receiving the course completion certificate, but before clicking to the last page. Further tests revealed that the program only saved the completion status when the last page was loaded.

The users reached the second to last page in the course's final test and were presented with the course completion certificate. Since the user's goal is to get the certificate, they considered their work done at this point and exited the program. However, the software required that the user click to the next page in order to log the course completion status in the database and management reports. Therefore, there was a discrepancy between a user's goals and expectations and the functionality of the software.

There are a number of ways to prevent this issue from recurring. Based upon the solution cost and ease of implementation, Sologic has approved the following solutions:

1. Clearly indicate completion steps to the user
2. Adjust test scripts so that QA staff tests course completion status at all possible steps in the course
3. Remove the last page and adjust the software so that it saves a course as complete once the completion certificate is presented.

Solutions

ID	Label	Description		
1	Solution	Clearly indicate completion steps to the user		
	Cause	Interface and next step messaging was not clear		
	Note	This will require a slight modification to the user interface.		
	Assigned	Jon Boisoneau	Criteria	Pass
	Due	1/21/2014	Status	Approved
	Term	Long	Cost	\$250.00
6	Solution	Adjust test scripts so that QA staff tests course completion status at all possible steps in the course.		
	Cause	QA never checked reporting		
	Note	The cost covers the time it will take a resource to adjust the test scripts.		
	Assigned	Jon Boisoneau	Criteria	Pass
	Due	2/5/2014	Status	Approved
	Term	Long	Cost	\$250.00
8	Solution	Remove the last page and adjust the software so that it saves a course as complete once the completion certificate is presented.		
	Cause	QA always went to last page		
	Note	The cost covers the development and QA time to make this change and deploy it to production.		
	Assigned	Jon Boisoneau	Criteria	Pass
	Due	12/18/2013	Status	Approved
	Term	Short	Cost	\$600.00

