



RCA Name IT Customer Complaints RCA
 Report Number 2012.67
 Report Date 4/2/2012
 RCA Owner Problem Manager

Root Cause Analysis Report

Problem Statement

Focal Point Customer Complaints

When

Start Date	3/5/2012	End Date	3/5/2012
Start Time	8:44am	End Time	2:31pm
Unique Timing	While database admin was on vacation		

Where

Location	Company website
System	Company IT infrastructure

Actual Impact

		Cost
Revenue	Estimated	1,500,000.00
Customer Service	Negative impact	
Other...	Negative publicity	
Actual Impact Total:		\$1,500,000.00

Frequency 2 times overall

Potential Impact

Revenue	Much more
Customer Service	Higher negative impact

Solutions

ID	Label	Description		
2	Solution	Create document highlighting DBA duties in case of turnover or emergency backup DBA appointed		
	Cause			
	Note			
	Assigned	Jennifer Elderberry	Criteria	Pass
	Due		Status	Selected
	Term	Choose	Cost	\$0.00
6	Solution	Use multiple databases for application servers		
	Cause	Only one database cluster in use		
	Note			
	Assigned	Jennifer Elderberry	Criteria	Pass
	Due		Status	Selected
	Term	Choose	Cost	\$0.00
7	Solution	Increase space on T:Drives		
	Cause	T:Drive at zero bytes free		
	Note			
	Assigned	Ted Dezember	Criteria	Pass
	Due		Status	Selected
	Term	Choose	Cost	\$0.00

Team

ID	Label	Description	Label	Description
1	First Name	Cory	Last Name	Boisoneau
	Phone (1)	425-225-5885	Phone (2)	
	Role	Facilitator	Group	
	Email	cory.boisoneau@sologic.com		
2	First Name	Jennifer	Last Name	Elderberry
	Phone (1)	206-985-4845	Phone (2)	
	Role	Database Admin	Group	
	Email	jelder@xyz.com		
3	First Name	Dave	Last Name	Flynn
	Phone (1)	206-254-8890	Phone (2)	
	Role	Backup DBA	Group	
	Email	dflynn@xyz.com		
4	First Name	Ted	Last Name	Dezember
	Phone (1)	206-795-4353	Phone (2)	
	Role	IT Infrastructure Manager	Group	
	Email	tdezem@xyz.com		
5	First Name	Hannah	Last Name	Zweikwinden
	Phone (1)	206-658-0098	Phone (2)	
	Role	IT Analyst	Group	
	Email	hzweik@xyz.com		

Chart Type Legend

- ▶ Transitory
- Non-transitory
- ⏸ Omission - Transitory
- ◻ Omission - Non-transitory
- ★ Focal Point
- ⊙ Solution Implemented

