



RCA Name EXAMPLE: McAfee QA Failure
 Report Date 4/19/2012
 RCA Owner Brian Hughes - Sologic

Root Cause Analysis Report

Problem Statement

Focal Point Loss of Productivity - tens of thousands of users

When

Start Date 4/21/2010
 Start Time 2pm GMT
 Unique Timing After adding detection for variants of the W32/Wecorl.a family of malware

Where

System McAfee antivirus software for Windows XP SP3
 Component DAT File 5985
 Location Tens of thousands of end users

Actual Impact

		Cost
Customer Service	Thousands of customers impacted	
Revenue	Lost customer productivity	50,000,000.00
Other...	Due to the diversity of businesses impacted, many non financial areas could experience negative impact	
Cost	Internal costs to solve	100,000.00
Actual Impact Total:		\$50,100,000.00

Potential Impact

Customer Service	Could have been longer	
Revenue	Could have been longer/wider	100,000,000.00
Potential Impact Total:		\$100,000,000.00

Solutions

ID	Label	Description		
1	Solution	McAfee: Remove and replace DAT 5985		
	Cause	VSE 8.7 released to public		
	Note			
	Assigned	Choose	Criteria	Not Checked
	Due		Status	Selected
	Term	Choose	Cost	\$0.00
2	Solution	McAfee: Conduct audit of DAT creation and implementation process		
	Cause	Error not discovered in McAfee QA		
	Note			
	Assigned	Choose	Criteria	Not Checked
	Due		Status	Selected
	Term	Choose	Cost	\$0.00
3	Solution	McAfee: Strictly enforce rules and processes regarding DAT creation and quality assurance		
	Cause	Error not discovered in McAfee QA		
	Note			
	Assigned	Choose	Criteria	Not Checked
	Due		Status	Selected
	Term	Choose	Cost	\$0.00
4	Solution	McAfee: Add missing operating systems and product configurations		
	Cause	XP SP3 with VSE 8.7 was not included in the test config		
	Note			
	Assigned	Choose	Criteria	Not Checked
	Due		Status	Selected
	Term	Choose	Cost	\$0.00
5	Solution	McAfee: Leverage cloud based technologies for false remediation		
	Cause	Windows file svchost.exe flagged as 'malicious'		

Note				
Assigned	Choose		Criteria	Not Checked
Due			Status	Selected
Term	Choose		Cost	\$0.00

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Solution	McAfee: Revise risk assessment criteria			
Cause	Windows file svchost.exe flagged as 'malicious'			
Note				
Assigned	Choose		Criteria	Not Checked
Due			Status	Selected
Term	Choose		Cost	\$0.00

Team

ID	Label	Description	Label	Description
1	First Name	Brian	Last Name	Hughes
	Phone (1)	206-282-7703	Phone (2)	
	Role	Investigator	Group	Sologic
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2	First Name	McAfee	Last Name	
	Phone (1)		Phone (2)	
	Role		Group	
	Email			
3	First Name	The Tech Herald	Last Name	
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	Role		Group	
	Email			

Chart Type Legend

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

