

IT Service Failure RCA Template

General Information

Incident Title	<div></div>
Date/Time Detected	<div></div>
Date/Time Resolved	<div></div>
Reported By	<div></div>
Service(s) Impacted	<div></div>
Impact Description	<div></div>

Incident Timeline

Time	Event Description
<div></div>	<div></div>
<div></div>	<div></div>
<div></div>	<div></div>

Root Cause Analysis

Summary of Root Cause	<div></div>
Contributing Factors	<div></div>
Detection & Response Analysis	<div></div>

Actions & Recommendations

Action Item	Owner	Status
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Lessons Learned