# Root Cause Analysis Report

**Purpose:** This document provides a detailed assessment of a reported IT issue, examines the root cause, evaluates impact, and outlines short and long-term corrective actions to prevent recurrence.

## 1. General Information

|  |  |  |  |
| --- | --- | --- | --- |
| **Issue ID** | **Reported By** | **Date Reported** | **Status** |
| {#issueInfo}{issueId} | {reportedBy} | {dateReported} | {status}{/issueInfo} |

## 2. Problem Description

**Summary:** {summary}

**System(s) Affected:** {systemsAffected}

**Error Message(s):** {errorMessages}

**Date/Time of Incident:** {incidentDateTime}

## 3. Impact Assessment

**Impact Scope:** {impactScope}

**Users Affected:** {usersAffected}

**Downtime Duration:** {downtimeDuration}

{#impactDescriptions}

* {description}

{/impactDescriptions}

## 4. Investigation Details

**Investigated By:** {investigator}

{#investigationSteps}

1. {step}

{/investigationSteps}

## 5. Root Cause

{rootCause}

## 6. Corrective Actions

### Short-Term Fixes

{#shortTermFixes}

* **{title}:** {description}

{/shortTermFixes}

### Long-Term Solutions

{#longTermSolutions}

* **{title}:** {description}

{/longTermSolutions}

## 7. Lessons Learned

{#lessonsLearned}

* {lesson}

{/lessonsLearned}

## 8. Preventive Measures

{#preventiveMeasures}

* **{measure}:** {details}

{/preventiveMeasures}

## 9. Attachments

{#attachments}

* {filename} - {description}

{/attachments}

## 10. Approvals

|  |  |  |
| --- | --- | --- |
| **Approver Name** | **Title** | **Date** |
| {#approvals}{approverName} | {title} | {approvedDate}{/approvals} |