RCA for <User Account Management>

Client: <Client Name>

Project: <Project Name>

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| Prepared by |   |
| Date | DDth Month Year |
| Reviewed by |  |
| Approved by |  |

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| **Summary of Problem / Incident Reported** |
| **Problem / Incident Reference #** | 001 | **Date & Time of Problem / Incident Reported** | 24th May 2019 |
| **Duration of Outage** | No Outage | **Problem / Incident Resolved On:** | 24th May 2019 |
| **Summary of the Problem / Incident** |  |
| **Trigger for the RCA**  |  |
| **Impacted Service(s) / Business (GAVS & Client)** | None |
| **Preliminary analysis -**  When the incident happened, what were the situations / operations that the systems / network / infrastructure /users were involved in? |   |
| **Cause(s) & Root cause:** | * Short of Review and communication to the customer on employee resignation
* Awareness is low on security practices
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| **Remarks / Notes if any** |  None |
| **CHRONOLOGY OF EVENTS –** What happened from the time the incident was reported till the time the incident got resolved. Snap shot of actions along with the time of the action |
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| **Causal Analysis**  |
|  | **Explanation of why problem occurred** | **Corrective Action Plan** | **Start Date & End Date** | **Who** |
| **How Problem was created** |  |  |  |  |
| **Why problem was not detected?** |  |  |  |  |
| **What is the Systemic root cause?** |  |  |  |  |

The below one is an illustrative purpose only, remove it before you send it to customer.

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|  | **Explanation of why problem occurred** | **Corrective Action Plan** | **Start Date & End Date** | **Who** |
| **How Problem was created** | **Not probed for requirements clarity instead acted on with an assumption that access rights for application and shared drive is not required** | 1. ***Peer Review* : A doer-checker process has been introduced where technicians will cross audit their own tickets prior to ticket closure. (E.g. : Tech A will audit Tech B’s tickets and vice versa before closure of any ticket).**
2. ***Automation* : Automation of new hire account creation process to reduce manual effort and errors. Currently working with the internal team to test the automation process. – Feasibility is in progress**
 | **Started Practicing from dd/mm/yy** **On-going** | **Murali** |
| **The technician was confused as both the new hire and the mirror account provided had different designations . Assuming the new user should not be given all rights as the mirror user, the technician had missed to notice he had not given the new starter basic shared drive access and application access** |
| **Ticket was closed without getting a confirmation from end-user** |
| **Why problem was not detected?** | **Auditor verified the ticket closure based on what is explained by the Technician** | 1. **Informed Auditor to check whether Technician got a clarity on the requirements and updated in the ticket and verify the resolution accordingly**
2. ***Spot Audits* : Spot audits will be performed by leads during new account creations to ensure process is followed**
3. ***Process Auditor Change* : A senior auditor has been assigned to client for auditing only new account creation tickets. Awareness session for the new auditors and evaluation process to be implemented.**
 | **Started from** **dd/mm/yy** **On-going** | **Abhijeet** |
|  |
| **What is the Systemic root cause?** | **1. Technician and Auditor worked on assumptions** | 1. **Inform Team not to work on assumptions on the requirements insisted to seek for clarity**
2. **Get a confirmation from end-user before closing the ticket**
3. **Include Points to Ponder in the Training Material for new comers (Technician and Auditors)**
 | **dd / mm/ yy** | **Murali** |
| **Note : Look similar requirements / possible issues across location and ensure that the corrective action considers other location / sites / process etc.,** |