

STEPS 3 & 4: GENERATING & CONFIRMING CAUSE(S)

CAUSE.
wise

3: POSSIBLE CAUSES

- Looking at all the “WHY NOT” contributions, what would you say is causing the incident? {Intuitive approach}
- Intuitively, what do you think is causing the incident?
- {Investigative approach} Looking at the changes, how could each change have caused the incident?

RULE: Start with single interactions and later combine to more complex interactions

4a: TESTING

- If “X” is the true cause, how does it explain that we have a problem with the “IS” and not the “BUT NOT”?
 - Check dimensions which makes sense
- ○ ○ ○ ○ ○ ○ ○ ○ ○
- Record assumptions and cross dimensions not screening through the testing logic
 - Be destructive – discard a cause as soon as it cannot explain an Incident Detail fact

4b: VERIFICATION

- Verify assumptions, then verify the Technical Cause and lastly verify the Root Cause(s)
- Indicate simplest, quickest, safest, cheapest, easiest and surest way to verify information

4c: VERIFICATION STEPS

- List the steps to verify
- Indicate responsibilities
- Determine deadlines

RESP	D/L

