Root Cause Analysis -- Process
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Who should attend: Problem Managers, Problem Analysts, Resource Managers, Team Leads involved in trouble-shooting complex, inter-departmental Problems

How do you tackle the grossest of your technical Problems? Intermittent, multi-month or even multi-year problems, involving multiple departments, technology teams, vendors, and lots of finger-pointing? We call these *Grey Problems*.

This is what I do for a living. I don't claim to be an expert. But I have accumulated strategies which I predict you'll find useful. This is a hands-on seminar in which you work through case studies taken from real world situations. We divide into groups of 2-4, review Advance7's Rapid Problem Resolution™ (RPR) methodology, and then oscillate, on a ~30 minute cycle, between coming together as a class and working in groups. During class time, I explain the current RPR step; during group time, I walk around, coaching and answering questions. Periodically, we take detours to discuss as a class the particular potholes you encounter back home.

The course material includes descriptions of scenarios from the non-profit biomedical research institute where I work -- all taken from actual RCA efforts.

Unlike the technical versions of this class, no laptop is required. However, if you do not bring a laptop, I recommend bringing your own 8x11 notepad to sketch diagrams and keep track of to-do lists. Preview the deck to get a feel for how your day will look.

Take back to work: Practice in employing a structured approach to coordinating teams of subject matter experts analyzing problems which span multiple technology spaces.

Case Studies:

- Many Applications Crash
  Outlook crashes, Word documents fail to save, Windows Explorer hangs – the office automation applications servicing ~1500 users intermittently report a range of error messages. Suspicion falls on the mass-storage device hosting home and shared directories.

- HPC Cluster Woes
  Intermittently, interactive performance on a high-performance computing cluster grinds to a halt.