Lakeside®

Digging Deeper into **Root Cause Analysis**

Solving IT issues isn't always easy. Sometimes it takes advanced investigation to surface complex, estate-wide problems that adversely impact users.
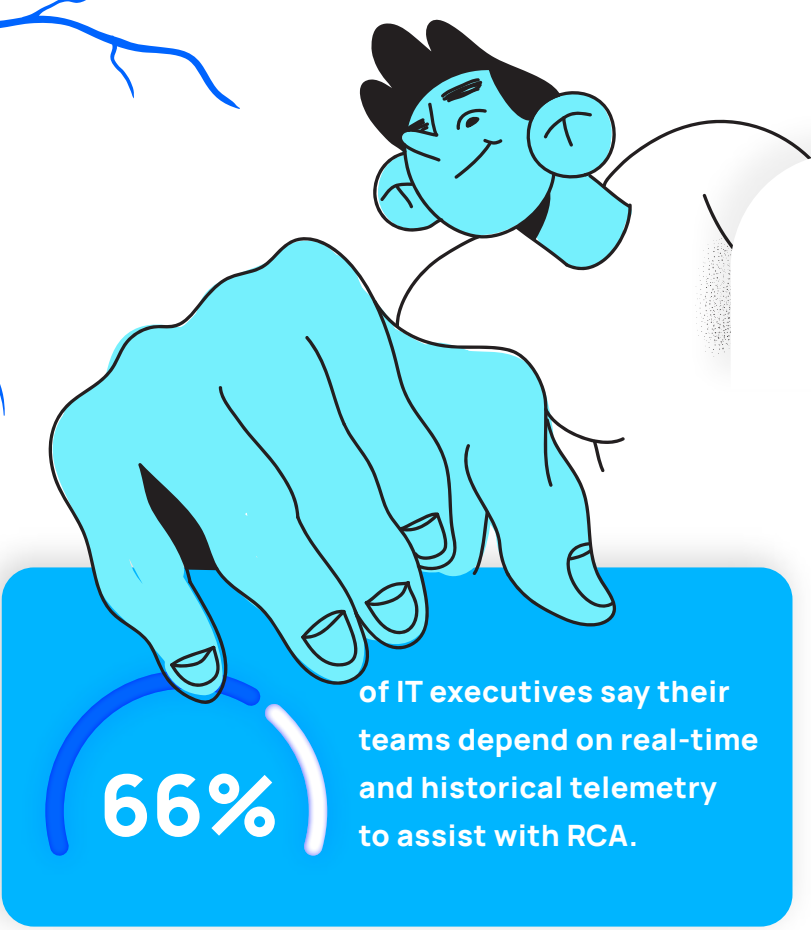
What Is **Root Cause Analysis?**

Root cause analysis (RCA) is the process of investigating the underlying causes of technology disruptions in order to find an appropriate solution. Root cause analysis also helps:

- Prevent repeat issues, downtime, and escalating support tickets.
- Reduce mean time to resolution (MTTR) and save IT time for higher-level tasks.
- Discover related and underlying issues that could pose costly risk or compliance problems.

When it comes to rooting out the cause of issues, though, there are many misconceptions. **Here's a closer look at the myths that get in the way of effective root cause analysis.**

66% of IT executives say their teams depend on real-time and historical telemetry to assist with RCA.

MYTH:
Our organization isn't at a level where we need to worry about root cause analysis.

REALITY:
Organizations can **develop more effectively when focused on end-user experience and have the tools for comprehensive root cause analysis**. Among organizations that lead in digital experience maturity, 66% of IT executives say their teams depend on real-time and historical telemetry to assist with RCA.

MYTH:
Most data-driven IT tools have root cause analysis capabilities.

REALITY:
Many platforms can provide some data relevant to root cause identification, but IT teams are frequently unequipped. To identify and resolve more of these complex issues, **IT teams need comprehensive real-time data as well as the capability to explore historical trends.**
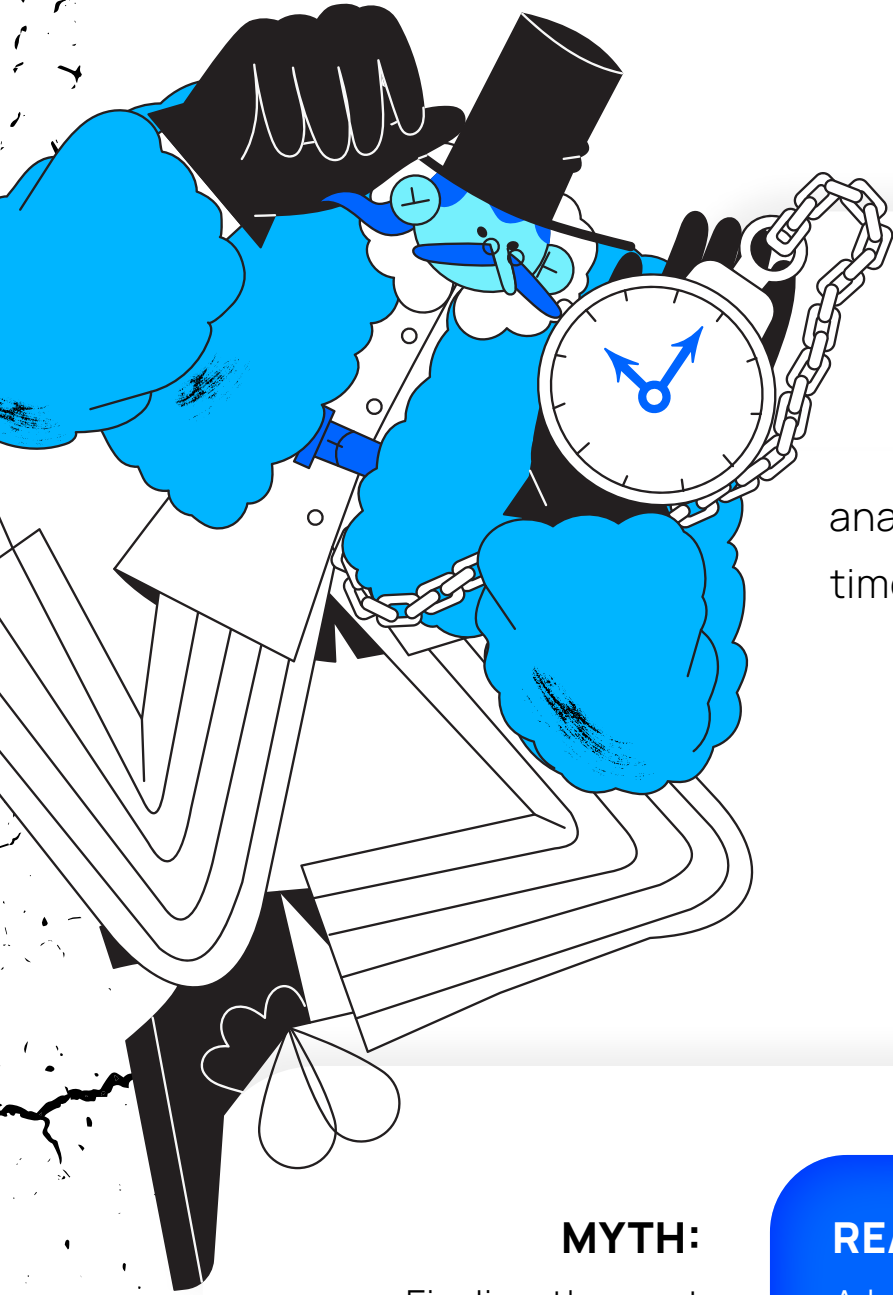
MYTH:
Root cause analysis takes more time than it's worth.

REALITY:
While it can be difficult to calculate the value of root cause analysis, it affects many different areas of the overall business. **An effective RCA strategy allows IT teams to spot and resolve issues quickly — sometimes even preventatively** — to help organizations save on costly downtime and lost productivity.

MYTH:
Finding the root cause of issues isn't all that difficult.

REALITY:
A lot of the time, IT is only able to see that something went wrong. For successful root cause analysis, **it's important to know exactly what went wrong, why, and how it can be fixed and prevented in the future.** Context through both real-time and historical data is key for pinpointing the exact root cause instead of just surfacing the symptoms of issues.

Get to the root of issues with Lakeside Software's Digital Experience Cloud, powered by SysTrack.

Learn more at https://bit.ly/LakesideRCA.