

# Service Delivery Delay Root Cause Analysis Document

Project/Service:

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Date:

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Prepared by:

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## 1. Executive Summary

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## 2. Incident Description

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## 3. Timeline of Events

Date/Time	Event	Description

## 4. Impact Assessment

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## 5. Root Cause Analysis

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## 6. Corrective & Preventive Actions

Action	Owner	Target Date	Status

## 7. Lessons Learned

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## 8. Approvals

Name	Title/Role	Signature	Date