

ATMS NOT READY FOR OPERATING SYSTEM CHANGE

Cause Map

On April 8, 2014, Microsoft will withdraw support for Windows XP, still used by 95% of world's 2.2 million ATMs

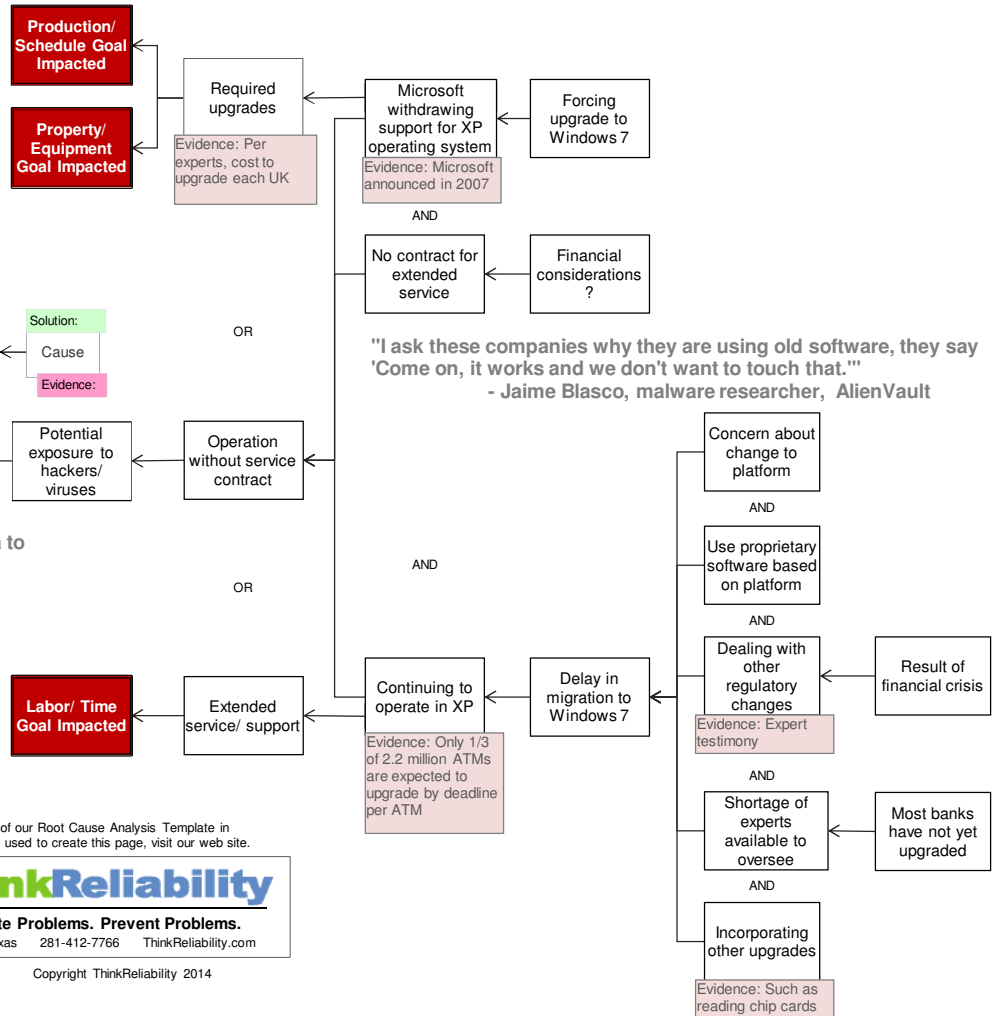
1 Problem

What	Problem(s)	Microsoft withdrawing support for XP operating system; banks scrambling to update
When	Date	April 8, 2014
	Time	?
Where	Different, unusual, unique	Banks using forced migration to modernize
	Facility, site	Worldwide
	Unit, area, equipment	Automated Teller Machines (ATMs)
	Task being performed	Support for operating systems

Impact to the Goals

Safety	N/A
Environmental	N/A
Customer Service	Potential exposure to security threats
Regulatory	?
Production/ Schedule	Required upgrades
Property/ Equipment	
Labor/ Time	Extended service/ support

Frequency	95% of world's 2.2 million ATMs reportedly run on XP; only 1/3 will upgrade by deadline
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"The probability of attackers using security updates for Windows 7, Windows 8, Windows Vista to attack Windows XP is about 100 per cent."
- Timothy Rains, Microsoft's Director of trustworthy computing

Cause Mapping is a Root Cause Analysis method that captures basic cause-and-effect relationships supported with evidence.

CAUSE MAPPING

Problem Solving • Incident Investigation • Root Cause Analysis

- Step 1 Problem** - What's the Problem?
- Step 2 Analysis** - Why did it happen?
- Step 3 Solutions** - What will be done?

For a free copy of our Root Cause Analysis Template in Microsoft Excel, used to create this page, visit our web site.

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