

# The Super Bowl Blacks Out in New Orleans

New Orleans, Louisiana  
February 3, 2013

## 1 Problem

<b>What When</b>	Problem(s)	Delay during the Super Bowl
	Date	02/03/13
	Time	~ 8:30 p.m.
	Differences	Newly upgraded electrical system
<b>Where</b>	Physical Location	Mercedes-Benz Superdome in New Orleans
	<b>Impact to the Goals</b>	
	<b>Schedule</b>	Second half of Super Bowl Delayed
	<b>Material</b>	Replacement of an electrical relay device needed
	<b>Customer Service</b>	Replacement of an electrical relay device needed

The Super Bowl is always one of the most talked about television events of the year and this year the game was even more interesting than usual. An impressive comeback attempt following a game delaying blackout made this one to remember.

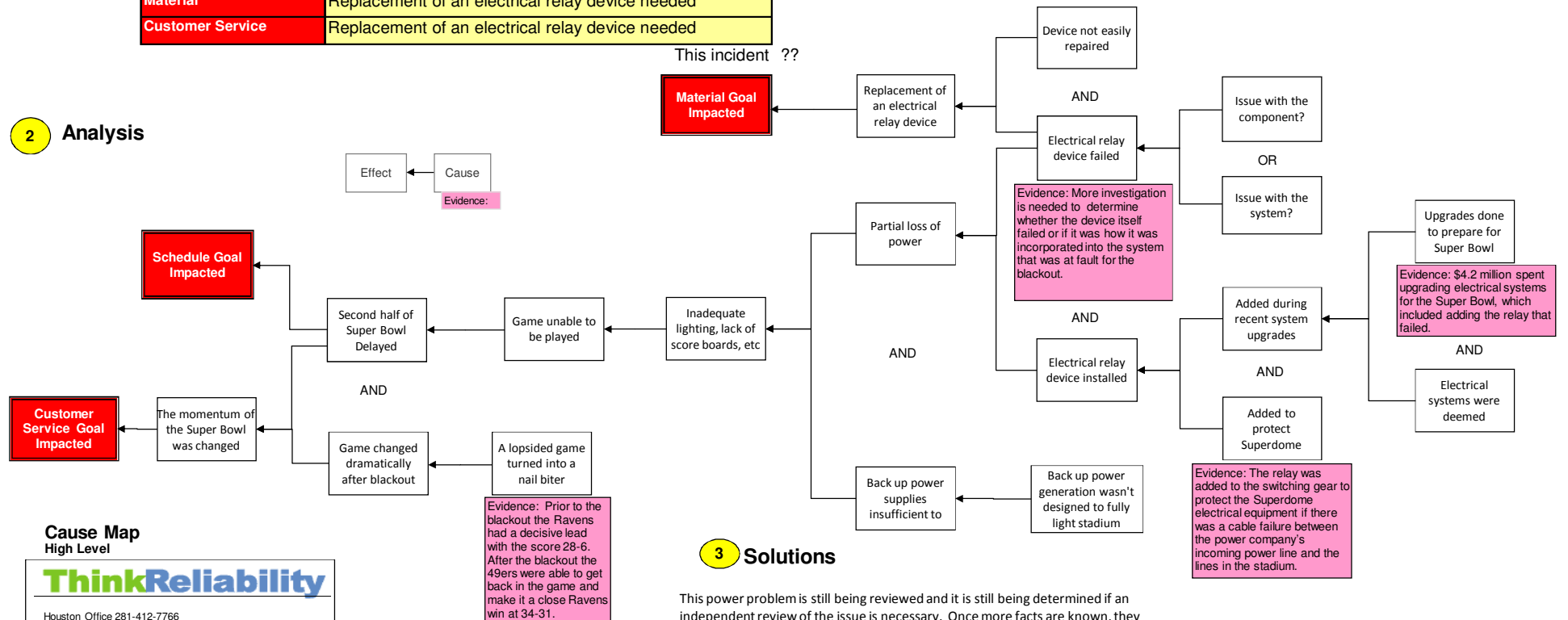
Cause Mapping is a Root Cause Analysis method that captures basic cause-and-effect relationships supported with evidence.

### CAUSE MAPPING

Problem Solving • Incident Investigation • Root Cause

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

## 2 Analysis



## 3 Solutions

This power problem is still being reviewed and it is still being determined if an independent review of the issue is necessary. Once more facts are known, they can be easily incorporated into the Cause Map. The final step in the Cause Mapping process would be to develop solutions that would help mitigate the issue and prevent future power failures.

Cause Map  
High Level

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