

1 Problem

What	Problem(s)	Lost connection to a Webinar
When	Date	March 20, 2014
	Time	~2:30 PM EST
	Different, unusual, unique	Lost internet connection to office
Where	Facility, site	Wisconsin branch office
	Unit, area, equipment	GoToWebinar®
	Task being performed	Presenting Webinar on Valdez Oil Spill

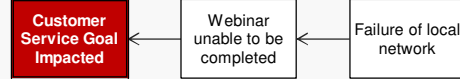
Impact to the Goals

Safety	None
Environmental	None
Customer Service	Interruption in Webinar
Regulatory	None
Production/ Schedule	Rescheduled additional Webinar
Property/ Equipment	None
Labor/ Time	Follow-up, reschedule, second presentation

Frequency	Complete loss of internet connection during a Webinar uncommon (but has happened before)
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2 Analysis

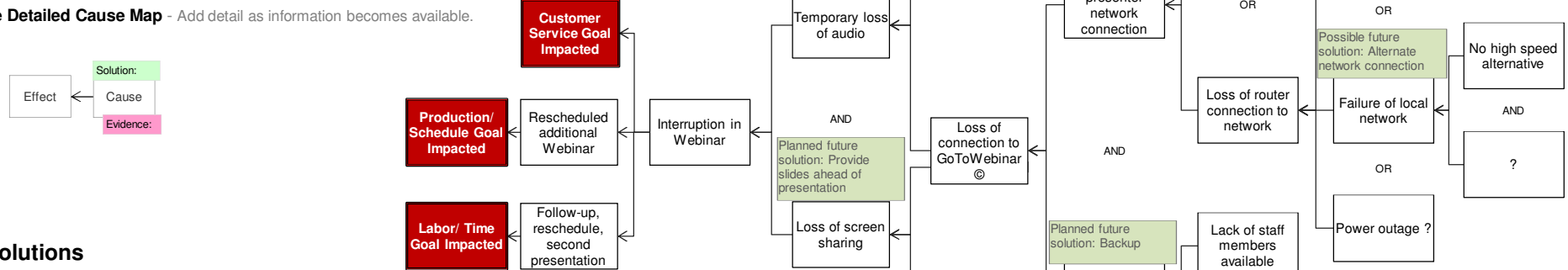
Basic Level Cause Map - Start with simple Why questions.



Basic Cause-and-Effect

Though I have all sorts of redundancies built in to Webinar presentations (seriously, I use a checklist every time), I have not prepared for the complete loss of network access, which is what happened during my March 20th, 2014 Webinar. I'm still not going to use the term "root cause", because I still had another plan . . . (yep, that failed, too).

More Detailed Cause Map - Add detail as information becomes available.



3 Solutions

No.	Action Item	Cause	Owner(s) (Names)	Status-Completed
1	Switch to phone for audio connection	Use of GoToWebinar® VOIP audio	Angela Griffith	Complete
2	Switch to wireless connection	Lost connection to router	Angela Griffith	Complete
3	Reset router	Failure of router ?	Office assistant	Complete
4	Replace router		Office assistant	Research stage
5	Alternate network connection	Failure of local network	Office assistant	Research stage
6	Encore presentation	Webinar unable to be completed	Angela Griffith	3/28/2014
7	Provide slides ahead of presentation	Loss of screen sharing	Angela Griffith	Prior to
8	Backup presenter with slides	No other presenters available	Angela Griffith	Prior to
9	Consume more Vitamin C	Main presenter out sick 3 days prior	Angela Griffith	Doing my best
10	Connect with GoToMeeting help	Failure of GoToWebinar® software ?	Angela Griffith	If necessary

WHEN YOU CALL YOURSELF THINKRELIABILITY...

Failure of Webinar leads to better planning (I hope)

While I was bombasting about the Valdez oil spill in 1989, one of those ubiquitous internet fairies decided that I did not really need the network connection at my remote office. Sadly this meant that the attendees on my Webinar had to listen only to me speaking without seeing the pretty diagrams I made for the occasion.

"Somebody hates me!"

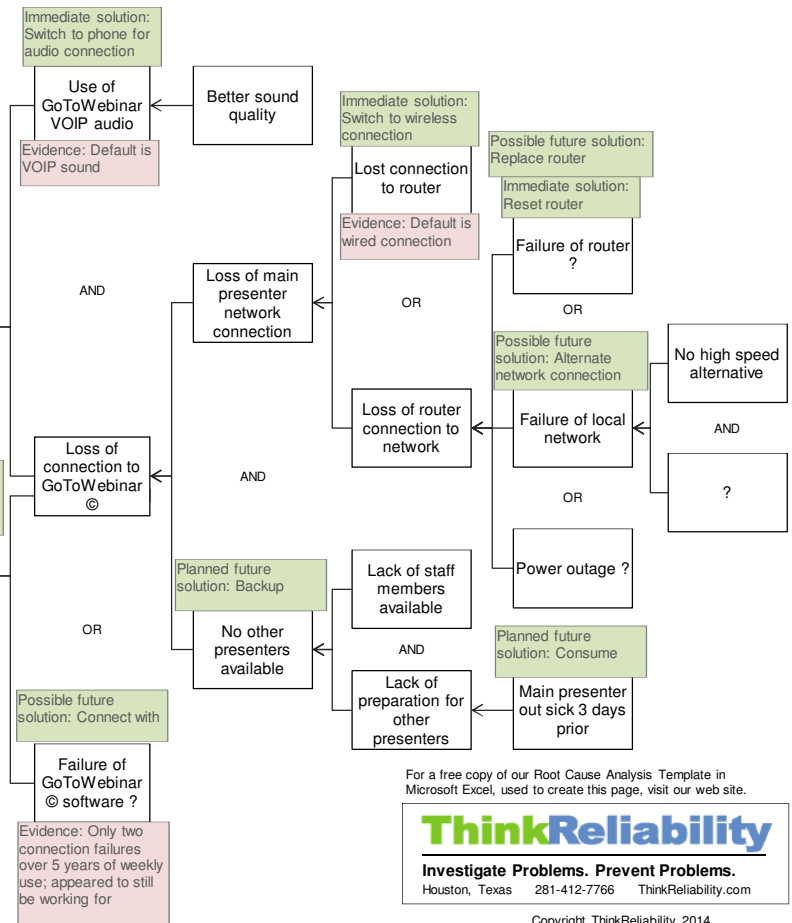
- Angela Griffith (file under "things not to yell while your audio is still connected")

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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