# Problem Record & RCA Task Checklist

## Problem Record Setup

• Was the Problem created from a Major Incident or volume trigger?

• Are related Incidents linked via the Linked Tickets tab?

• Is the impact and urgency clearly documented?

• Are workarounds noted in the Workaround field (if applicable)?

• Is the Known Error status used appropriately?

## RCA Task Execution

• System log review

• Stakeholder interview coordination

• Internal QA testing of workarounds or fixes

• CAB review preparation (if required)

• Change Request initiation (if applicable)

• Update linked knowledge articles or the Known Error DB