

## Root Cause Analysis (RCA)

- **Product:** Cross-Product
  - **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, TotalCare
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Version 1.0

### Overview

Ex Libris performs internal root cause analyses for each service interruption for above 5 minutes and takes the necessary steps to avoid them in the future.

- Ex Libris implements reactive and proactive problem management based on [ITIL](#) in order to minimize both the number and severity of incidents and potential problems
- For SaaS multitenant environments, Ex Libris publishes RCAs in the Customer Knowledge Center.

### List of RCA reports:

[RCA for Alma](#)

[RCA for Primo](#)

[RCA for Summon](#)

[RCA for Primo Central](#)

[RCA for campusM](#)

[RCA for Leganto](#)

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