
Root Cause Analysis (RCA)_v1.1

- **Product:** Cross-Product
 - **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, TotalCare
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Version 1.1

Overview

Ex Libris performs internal root cause analysis 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 within 10 working days

List of RCA reports:

[RCA for Alma](#)

[RCA for Primo](#)

[RCA for Summon](#)

[RCA for Primo Central](#)

[RCA for campusM](#)

[RCA for Leganto](#)

[RCA for Esploro](#)

[RCA for RefWorks](#)

[RCA for Pivot](#)

[RCA for 360 Services](#)

[RCA for Ulrich's](#)

Record of Changes

Type of information	Document Data
Document Title:	Root Cause Analysis (RCA)

Type of information	Document Data
Document Owner:	Tomer Shemesh - Ex Libris Chief Information Security Officer (CISO)
Approved by:	Barak Rozenblat – VP Cloud Services
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Revision Control

Version Number	Nature of Change	Date Approved
1.0	Initial version	Apr 9, 2019
1.1	Update - Tomer S	Mar 22, 2020

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The document owner will distribute this document to all approvers when it is first created and as changes or updates are made. This document will be reviewed and updated annually or upon written request by an approver or stakeholder. Questions or feedback about this document can be directed to the owner or a listed approver

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