

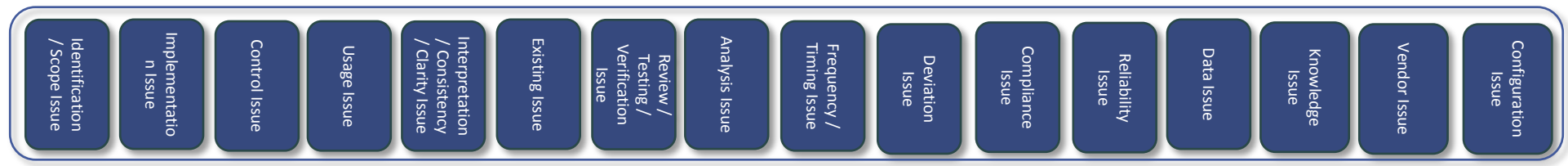
Where did the issue originate? (select one)



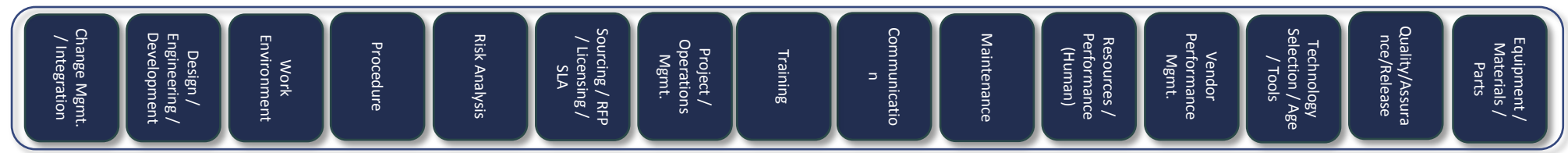
How would you classify/code the type of issue? (select one)



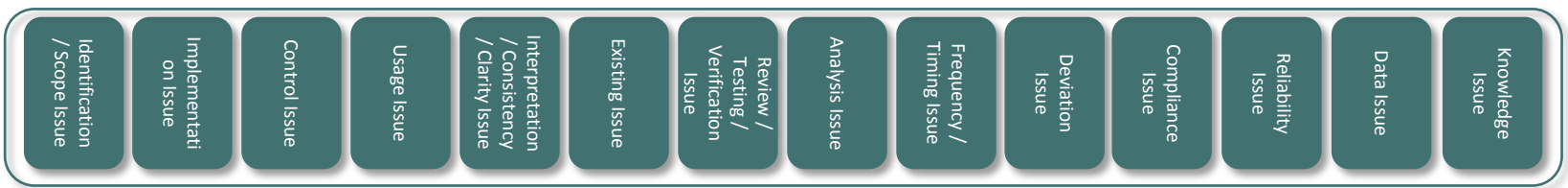
The issue was caused due to a? (select one)



In the area of?



This issue was caused do to our Management System, how would you classify the issue type? (select one)



The Root Cause of the issue can be best related to the following Management System area? (select one)



Start at the top of the map and make a selection at each level. If you find the need to select more than one selection at each level then you should run through the map multiple times as an incident can have more than one Root Cause.