



Service Definition - Root Cause Analysis Training

Service Name: What Caused This - Root Cause Analysis (RCA) Training

Supplier: What Caused This Ltd

Lot: Lot 3 - Cloud Support Services

Service Category: Training

1. Service Overview

What Caused This's Root Cause Analysis (RCA) Training builds structured, evidence-based problem-solving capability for public sector operational and support teams. The training enables participants to conduct systematic investigations of incidents and service disruptions, identify underlying causes, and embed continuous improvement practices into organisational processes.

This service is delivered as professional training under **Lot 3 - Cloud Support Services** and aligns with the training category by enhancing buyers' ability to reduce repeat incidents, improve operational reliability, and strengthen incident response and support functions.

2. Scope of Service

2.1 What the Service Includes

The service includes the following core elements:

- **Structured RCA methodology** - instruction in systematic investigative techniques such as evidence gathering, root cause identification, causal factor mapping, and corrective action planning.
- **Practical workshops** - interactive sessions with real-world scenarios and group exercises to apply RCA techniques in context.
- **Visual analytical tools** - use of templates and approaches such as cause-and-effect diagrams and structured investigation frameworks to support learning.
- **Expert facilitation** - delivery by experienced RCA practitioners with operational and training expertise.
- **Learning resources** - participant workbooks, reference materials, and take-home tools to support ongoing capability building.
- **Delivery flexibility** - courses offered **onsite or remote**, with scheduling options to fit organisational requirements.

This scope ensures that participants gain both knowledge and practical skills they can apply immediately to organisational incident investigations.

3. How the Service Works

3.1 Training Delivery Format

Training is delivered via:

- **Instructor-led sessions** - delivered live online or in person.
- **Collaborative workshops** - facilitated group activities to reinforce learning.
- **Scenario-based exercises** - anonymised or hypothetical case studies enabling practice of RCA techniques.
- **Post-training follow-up support** - a defined period of guidance (e.g., email or virtual drop-in support) to help participants apply RCA methods in their work environment.

Training durations and formats can be adapted based on buyer needs, including half-day modules, full-day collaborative workshops, or multi-session programmes.

4. Target Audience

This service is suitable for public sector staff responsible for:

- Incident investigation and management
- Operational support and service delivery teams
- Risk and compliance functions
- Quality assurance and performance improvement
- Internal assurance or audit teams
- HSEQ leaders

The training is designed to strengthen analytical and investigative capability across teams that contribute to operational outcomes.

5. Service Constraints

- The training does *not* include bespoke technical cloud architecture training or third-party cloud product certification.
- It does not provide software tools or run software-based RCA automation.
- It assumes participants have basic familiarity with their operational context (e.g., incident reporting processes) prior to attending.

Buyers requiring specific tooling support or cloud platform certification should arrange separate or complementary services.

6. Service Levels & Support

- **Course facilitation:** Provided by experienced RCA practitioners during agreed dates and times.
- **Follow-up support:** A pre-defined window of post-training support is available to answer questions and support application of learning in practice.
- **Customisation:** Where required, content can be tailored to buyer contexts, subject to agreed scope and lead times.

Further support (beyond typical training delivery and follow-up) may be scoped as a separate engagement.

7. Pricing Overview

Pricing for this service is based on the chosen delivery format and duration (e.g. full-day or 2 day). All pricing details are included in the **attached pricing document**.

8. Onboarding and Offboarding

8.1 Onboarding

Buyer onboarding includes:

- Confirmation of course dates, duration, and delivery format.
- Pre-course information gathering to tailor examples and scenarios where appropriate.
- Pre-course materials to prepare participants.

8.2 Offboarding

At course conclusion:

- Participants receive learning materials and templates.
- Organisations receive a summary of learning outcomes and next steps recommendations.

9. Why This Service Is in Lot 3

This RCA training service fits **Lot 3 - Cloud Support Services** because training is an eligible category that supports public sector organisations build capability to:

- analyse and understand operational and incident patterns,
- improve incident resolution and reduce repeat problems, and
- strengthen processes that underpin ongoing support and service assurance.

By improving skills in root cause analysis, organisations are better equipped to manage their operational environments and deliver reliable services - including where cloud and related technologies are part of those environments.

10. Compliance & Security Considerations

While this is a training service, it can support organisational compliance goals by improving documentation quality and evidence-based investigation practices. It also supports risk-reduction outcomes and continuous improvement best practices, which are valuable for operational governance.

11. Outcomes & Benefits

What Caused This's RCA training delivers practical, evidence-based skills that help public sector organisations improve problem solving, operational performance, and organisational learning. Participants leave equipped to investigate incidents and issues more effectively and apply structured techniques that drive lasting improvements in performance and support functions.

Delivered outcomes and benefits include:

1. **Improved RCA capability:** Participants gain structured, visual, and evidence-driven methods for uncovering true causes of problems, moving beyond assumptions or superficial explanations.
2. **Faster, more accurate investigations:** Teams apply proven analysis frameworks that make investigations faster, clearer and more reliable.
3. **Fewer recurring problems:** By addressing root causes rather than symptoms, organisations reduce repeat incidents and the associated workload.
4. **Stronger operational resilience:** Skills learned help organisations enhance their ability to respond to and learn from service disruptions and operational challenges.
5. **Enhanced collaboration:** Shared problem-solving language and methods improve teamwork and cross-functional engagement during investigations.
6. **Actionable solutions:** Practical exercises and templates prepare teams to develop well-defined solutions targeting verified causes.
7. **Confidence and capability:** Participants build confidence in applying RCA techniques independently, increasing organisational analytical capability.
8. **Embed continuous improvement:** Training promotes a culture of proactive improvement by teaching teams to learn from issues and implement sustainable changes.
9. **Better performance outcomes:** Organisations see improved operational quality, fewer disruptions, and more efficient use of resources through structured analysis.
10. **Support for governance and compliance:** Rigorous RCA supports transparent investigations, clear documentation, and accountability - valuable for public sector oversight and regulatory contexts.