**Incident**

**Five Why’s Process**

**Why (5)**

**Why (4)**

**Why (3)**

**Why (2)**

**Why (1)**

The business user complained that the PC running a critical system was sow and had too many intermittent problems

**Proximate Cause**

Bad system configuration

Vendor PC that operates the failed device was replaced with one running an upgraded OS and corporate image

Customer Support decided to use a PC supplied from the company depot instead of by the vendor for cost reasons

Customer Support determined that upgrading the existing system was not cost effective

**Proximate Cause**

Chaotic response to incident