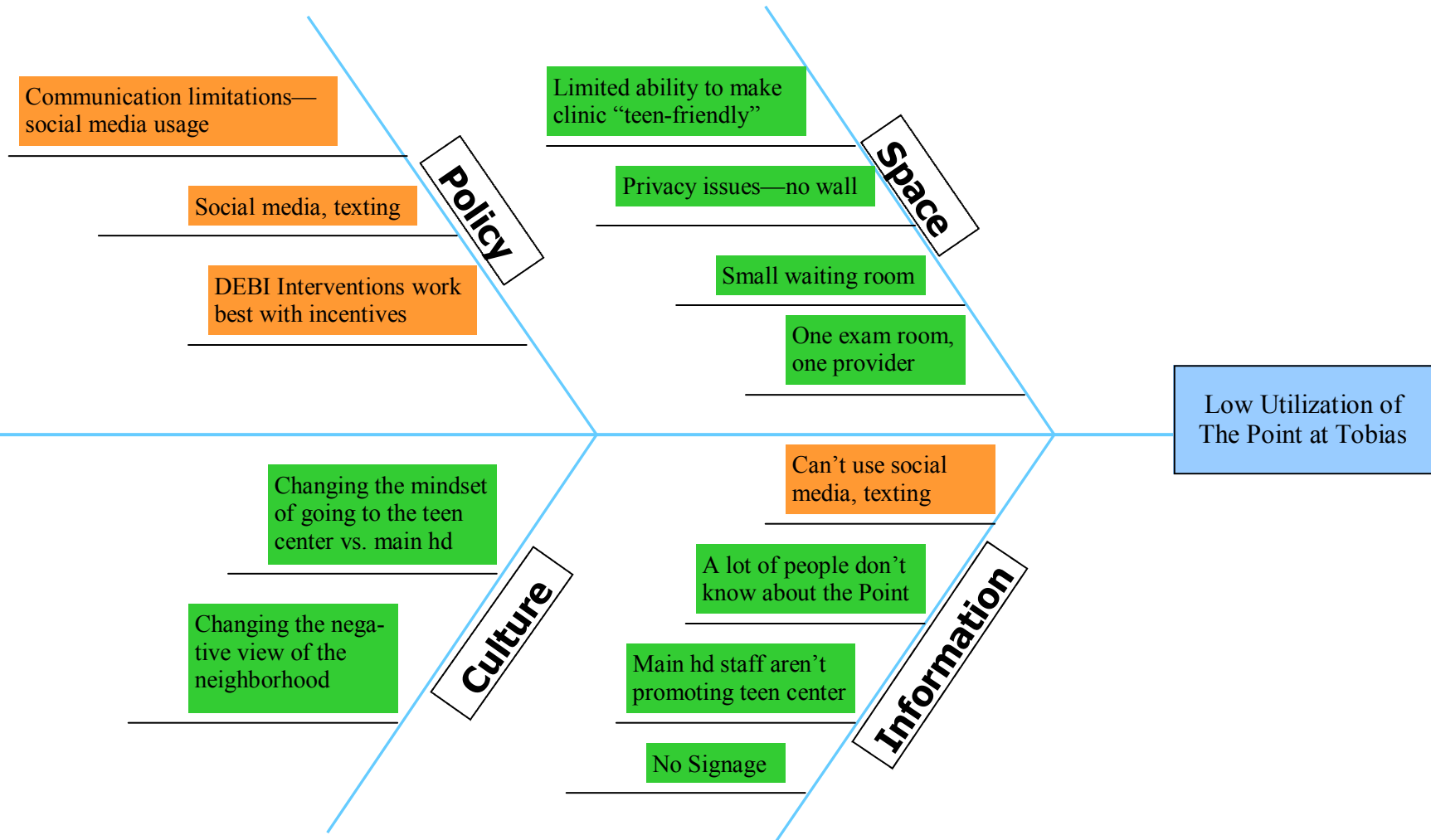


Root Cause Analysis



- Can be changed or addressed
- Cannot be changed but mitigated
- External factor—larger systemic effort
- No control