

Playbook Update Notice

Audience Operations staff who work problem records

Purpose Notify the team that the Five Whys guidance in the Problem Management playbook has been expanded, and direct them to review it

Channel Announcement post on the Technology Integration Hub

Constraints Scannable in under 30 seconds, single link, no action beyond review

THE COMMUNICATION

Posted to: Technology Integration Hub, Operations Playbooks

Title: Problem Management Playbook Updated: Expanded Five Whys Guidance

The Problem Management playbook has been updated, and the changes are live now. In the Problem Identification section, the Five Whys guidance has been expanded with step-by-step detail on working through each "why," examples of strong and weak follow-up questions, and clear criteria for when to stop drilling and document root cause.

No action is required beyond review. Please read the updated section before your next problem review, and raise any questions with your team lead.

Read the updated playbook: <https://hub.example.com/playbooks/problem-management>

[Name]

Director, Service Operations