

New York Times Website Disrupted for Hours

New York, New York
August 27, 2013

For a free copy of our Root Cause Analysis Template in Microsoft Excel, used to create this page, visit our web site.



Copyright ThinkReliability 2013

On Tuesday, August 27, 2013 the New York Times website went dark for several hours after being attacked by a well-known group of hackers. Reports of hacked websites are becoming increasingly common and the New York Times was just one of many recent victims.

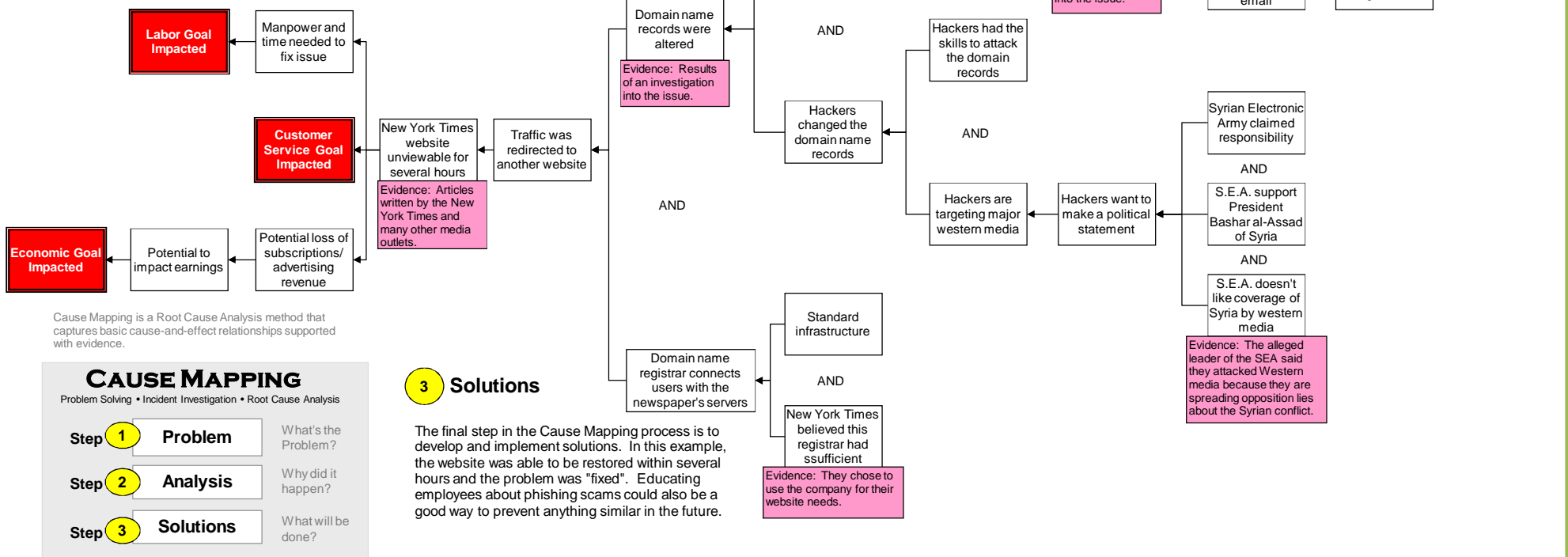
1 Problem

What	Problem(s)	New York Times website unviewable, hackers attacked the website
When	Date	08/27/13
	Time	~3 p.m.
	Differences	??

Impact to the Goals

Customer Service	New York Times website unviewable for several hours
Economic	Potential to impact earnings
Labor	Manpower and time needed to fix issue

2 Analysis



3 Solutions

The final step in the Cause Mapping process is to develop and implement solutions. In this example, the website was able to be restored within several hours and the problem was "fixed". Educating employees about phishing scams could also be a good way to prevent anything similar in the future.

Cause Mapping is a Root Cause Analysis method that captures basic cause-and-effect relationships supported with evidence.

CAUSE MAPPING

Problem Solving • Incident Investigation • Root Cause Analysis

Step 1	Problem	What's the Problem?
Step 2	Analysis	Why did it happen?
Step 3	Solutions	What will be done?