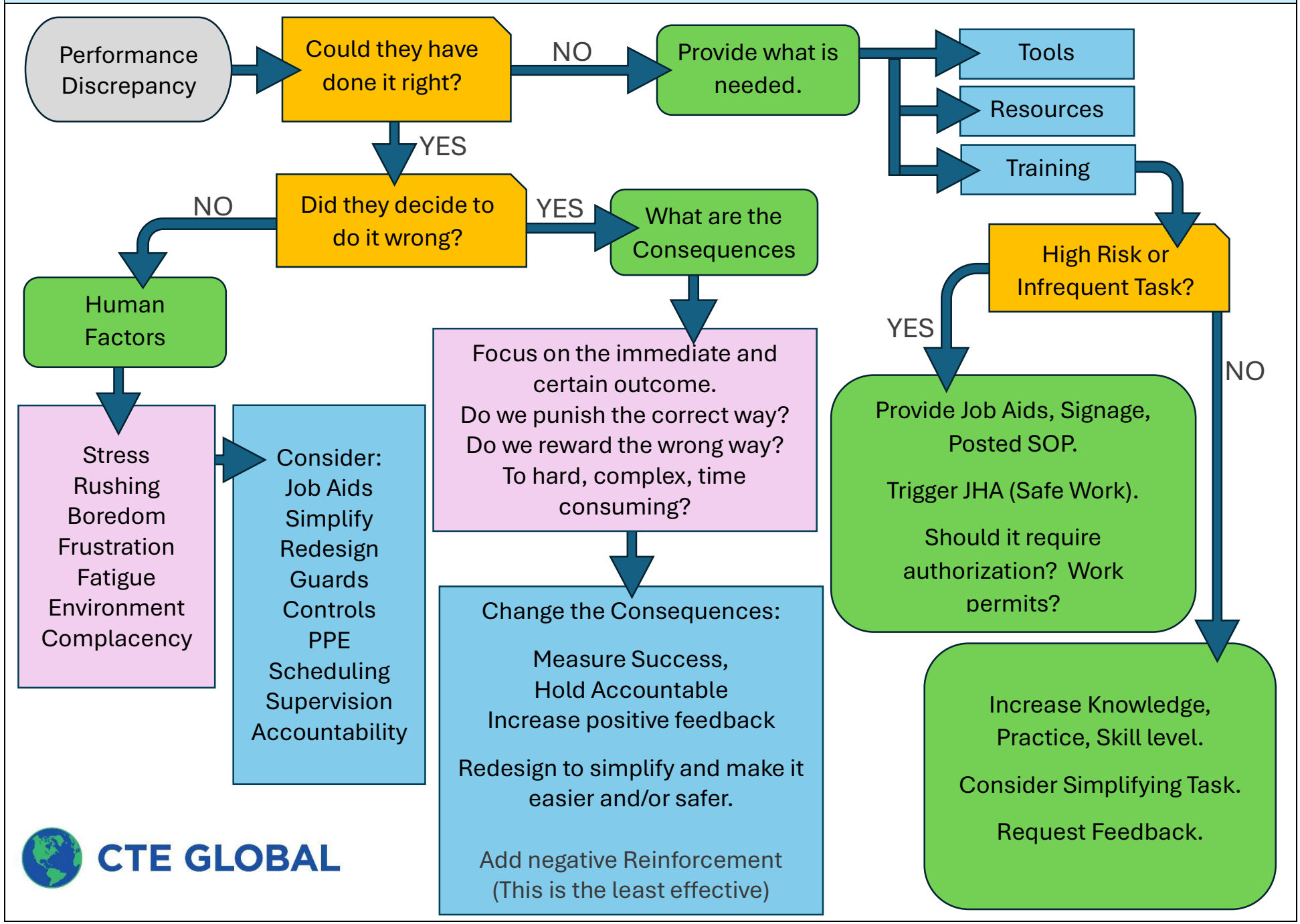Root Cause Analysis – Taking Human Factors into Account