

THE **BREAKTHROUGH** SERIES

from
**Thought
Rock**

The Presentation Will Begin At 12PM EST



Process Design: Problem Management

Graham Furnis, Senior Consultant

B Wyze Solutions

THE **BREAKTHROUGH** SERIES

from
**Thought
Rock**

Process Design: Problem Management

Would you like the Thought Rock team to create a **breakthrough** in your organization?
Contact info@thoughtrock.net or 1-877-581-3942 now.

**Thought
Rock**

THE **BREAKTHROUGH** SERIES

from
**Thought
Rock**

BreakThrough Series

Helping you to achieve breakthroughs in your organization!

- Templates
- Live Webinars
- Roundtables
- Workshops

Would you like the Thought Rock team to create a **breakthrough** in your organization?
Contact info@thoughtrock.net or 1-877-581-3942 now.

**Thought
Rock**

So what's the Challenge?

“I see the ITIL generic process model, but how do I make this fit our organization?!”

“I've taken ITIL classes and read the books, but I still don't know how to build my own process”?!

“How do I continue to evolve my processes”?!

Would you like the Thought Rock team to create a **breakthrough** in your organization?
Contact info@thoughtrock.net or 1-877-581-3942 now.

Thought
Rock

Agenda

- What are we Managing?
- What's the Problem Goal?
- What do we need to be successful?
- Process Documentation
- Our Approach
- Simple walk-through example
- Wrap up

Would you like the Thought Rock team to create a **breakthrough** in your organization?
Contact info@thoughtrock.net or 1-877-581-3942 now.

Thought
Rock

Problem Management: So What are we Managing - Part 1?

- Problem Definition:
 - The unknown cause of one or more incidents
- *Reminder of Incident Definition...*
 - Defined as unplanned events that are deviations from normal (as defined by the SLA)
 - Causes disruption to the agreed service for an IT service
 - Causes a reduction in the quality of agreed service for an IT service
 - Could lead to a disruption or a reduction in quality of agreed service for an IT service



Would you like the Thought Rock team to create a **breakthrough** in your organization?
Contact info@thoughtrock.net or 1-877-581-3942 now.

Thought
Rock

Problem Management: So What are we Managing – Part 2?

- Scope is an Important Factor Here...
 - Incident and Problem Management are closely related, BUT...
 - There are far more Incidents than Problems...
 - Not every Incident can be investigated in Problem Management
- *Therefore, we are managing “Significant Incidents”*



Would you like the Thought Rock team to create a **breakthrough** in your organization?
Contact info@thoughtrock.net or 1-877-581-3942 now.

Thought
Rock

Problem Management Goal

- The primary goal and objectives are to:
 - Prevent problems and resulting incidents from happening
 - Eliminate recurring incidents
 - Minimize the impact of incidents that cannot be prevented
- *And ensure that Problems are fully documented in database records (Tickets) in order to facilitate both:*
 - *Incident and Problem Management activities*
 - *of Investigation and Restoration of service*

Would you like the Thought Rock team to create a **breakthrough** in your organization?
Contact info@thoughtrock.net or 1-877-581-3942 now.

Thought
Rock

How are we Managing Problems? Incident/Problem Success Factors...

The Service Desk

- Level 1 Support; Single Point of Contact (SPOC)

A Good Service Management System (SMS)

- Used for “searching and matching” previous or similar incidents and accessing knowledge

Priority Tables of Impact and Urgency

- Priority = Impact x Urgency

Categorization Tables

- No more than 4 levels deep and 5 wide



Would you like the Thought Rock team to create a **breakthrough** in your organization?
Contact info@thoughtrock.net or 1-877-581-3942 now.

Thought
Rock

More Key Success Factors - part 2...

The Known Errors Database (KEDB)

- Relationships back to Incidents including:
 - Problem defined Workarounds
 - Problem identified Root Cause
 - Problem identifying Symptoms

- Relationships from Release Management including:
 - Error code programming policy
 - Submission of Testing Errors not rectified before Release
 - Submission of Testing Errors removed in subsequent Releases



Would you like the Thought Rock team to create a **breakthrough** in your organization?
Contact info@thoughtrock.net or 1-877-581-3942 now.

**Thought
Rock**

More Key Success Factors – part 3...

The Major Incident Policy

- Problem Management should investigate all Major Incidents as we do NOT want these to re-occur
 - We want to be sure we have fixed the correct root cause of the Incident and have improved our techniques and procedures if it should happen again

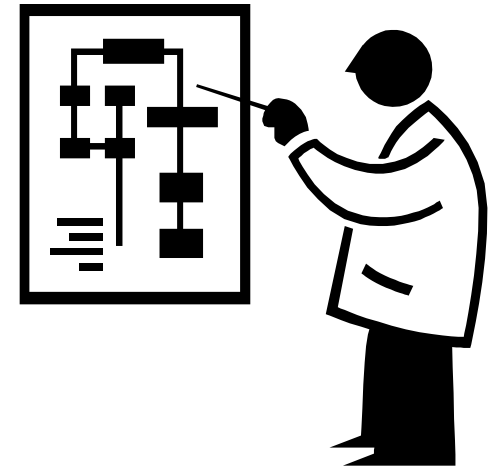


Would you like the Thought Rock team to create a **breakthrough** in your organization?
Contact info@thoughtrock.net or 1-877-581-3942 now.

Thought
Rock

Process Documentation: From What Perspective?

- This presentation and associated ThoughtRock Template focuses at the **Activity Level**
 - These are activities that “manage” the “Problems”
 - This is done at a generic process model level



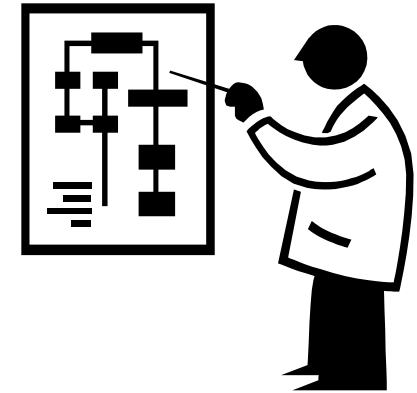
Would you like the Thought Rock team to create a **breakthrough** in your organization?
Contact info@thoughtrock.net or 1-877-581-3942 now.

Thought
Rock

Process Documentation: Two Key Elements

The Activity Flowchart

- This is “the process at a glance”
 - A picture says 1,000 words
- It provides the big picture of how you are managing the main process elements



The RACI Chart

- This is “the matrix of who’s doing what and who’s making sure it gets done”
- Accountable, Responsible’s, Consulted’s, Informed’s



Would you like the Thought Rock team to create a **breakthrough** in your organization?
Contact info@thoughtrock.net or 1-877-581-3942 now.

Thought
Rock

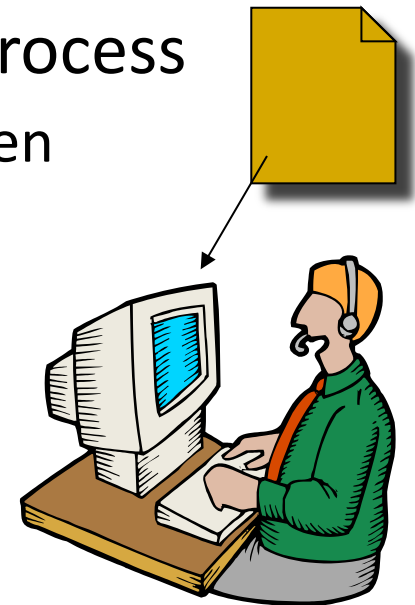
Process Documentation: The Business Rules

Business Rules

- Process documentation is a reference document for business rules governing activities that coordinate the people and activity steps that make up the Process
 - It is usually written at a high generic level and then customized for specific situations

Technology is Needed

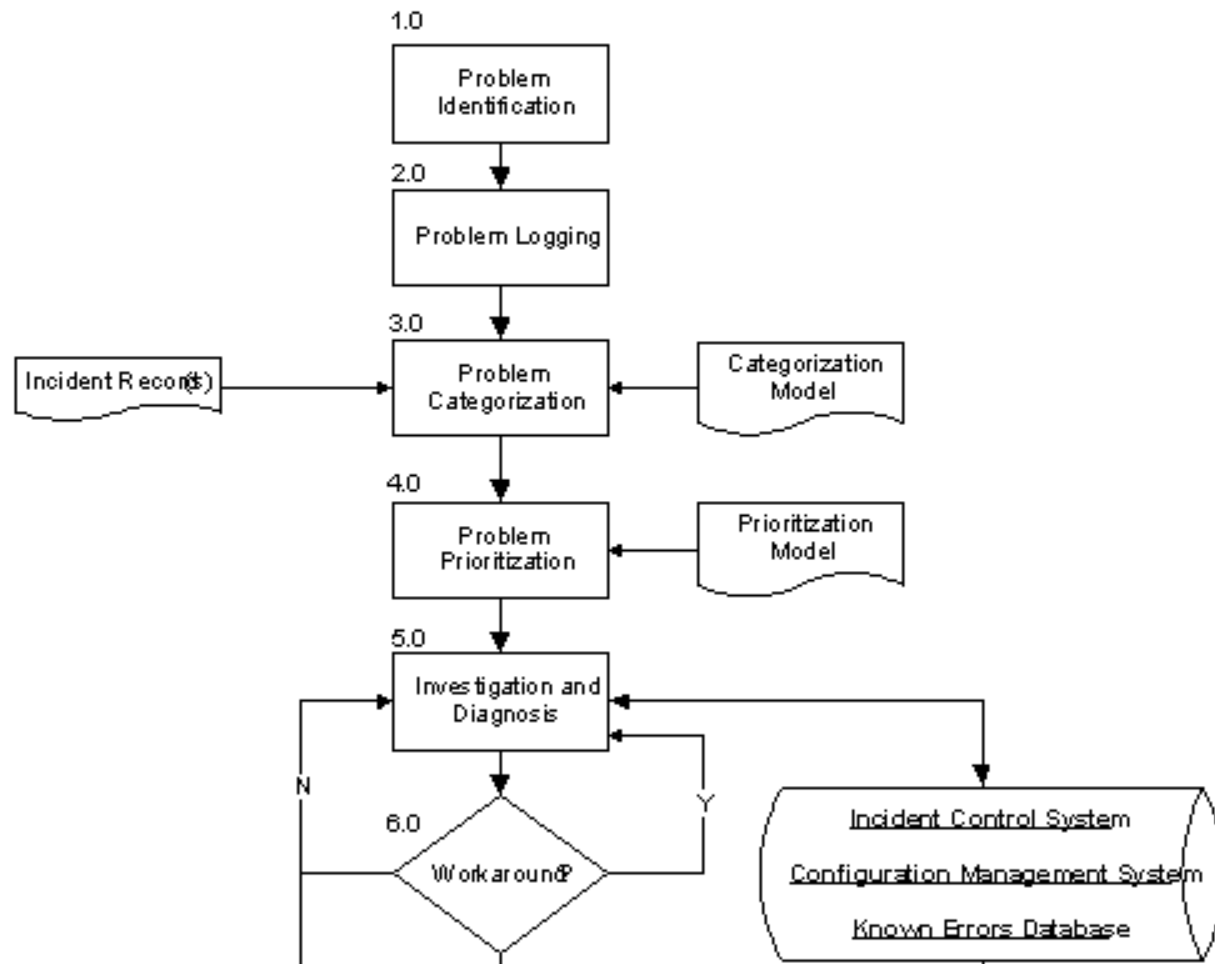
- The **Service Management System (SMS)** is commonly known as the “ticketing system”



Would you like the Thought Rock team to create a **breakthrough** in your organization?
Contact info@thoughtrock.net or 1-877-581-3942 now.

Thought
Rock

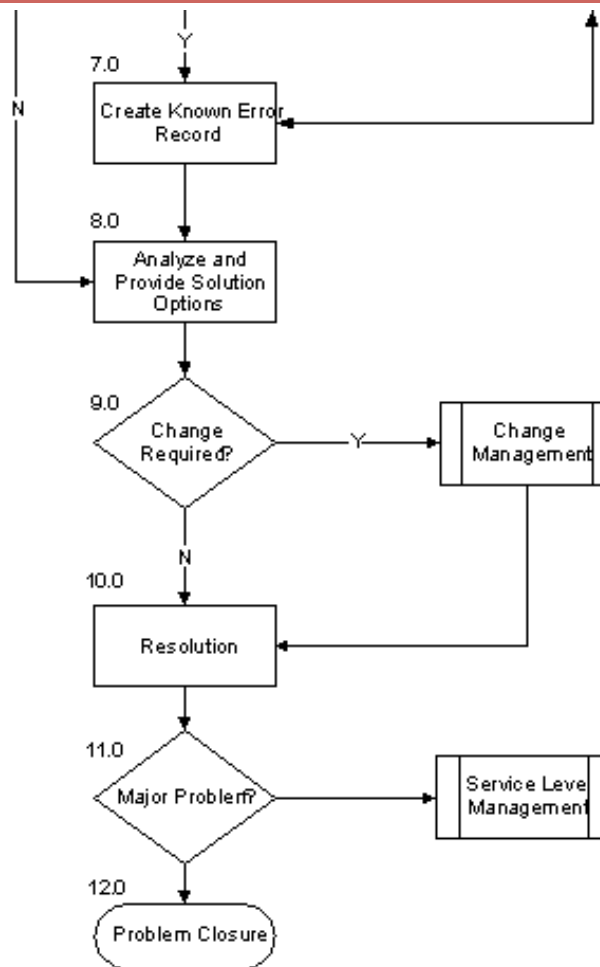
A Walk-Through Example: Activity Flowchart - 1



Would you like the Thought Rock team to create a **breakthrough** in your organization?
Contact info@thoughtrock.net or 1-877-581-3942 now.

Thought
Rock

A Walk-Through Example: Activity Flowchart - 2



Would you like the Thought Rock team to create a **breakthrough** in your organization?
Contact info@thoughtrock.net or 1-877-581-3942 now.

Thought
Rock

A Walk-Through Example: Define your Activity Roles Catalog

- Problem Owner
- Problem Manager
- Problem Analyst
- Customer
- End User
- IT Staff
- Problem Solving Group
- Service Desk Analyst
- Incident Analyst
- Support Level 2/3
- Major Incident Team
- The Service Desk
- Incident Management
- Request Fulfilment
- Problem Management
- Change Management
- Release and Deployment Management

Would you like the Thought Rock team to create a **breakthrough** in your organization?
Contact info@thoughtrock.net or 1-877-581-3942 now.

Thought
Rock

A Walk-Through Example: Roles and Activities defined in the RACI Chart

	Roles								
Activities	Problem Manager	Problem Analyst	Problem-Solving Groups	Service Desk	Incident Management	Problem Management	Change Management	Service Level Management	
	<u>PROBLEM MANAGEMENT PROCESS FLOW</u>								
1.0	Problem Identification	A,R,I	R,C,I		R,C	C	-		C
2.0	Problem Logging	A	R		C,I	C,I	-		C,I
3.0	Problem Categorization	R,I	A,R		C	C	-		C
4.0	Problem Prioritization	R,I	A,R		C	C	-		C
5.0	Investigation and Diagnosis	I,R	A,R,C,I	R,C,I			-		
6.0	Workaround?	C	A,R,I	R,C,I	C	C	-		
7.0	Create Known Error Record		A,R	C	R,I	R,I	-		
8.0	Analyze and Provide Solution Options	A,R	R,I	R,C,I	R,C,I	R,C,I	-		R,C,I
9.0	Change Required?	A,R	R	R,I			-	I,R	
10.0	Resolution	A,R	R,I	C,I	R,C,I	R,C,I	-	I	
11.0	Major Problem?	A,R	R				-		I
12.0	Problem Closure	A,R	R,I				-		

Would you like the Thought Rock team to create a **breakthrough** in your organization?
Contact info@thoughtrock.net or 1-877-581-3942 now.



A Walk-Through Example: Describe the Details for Each Activity

2.0 Problem Logging

Objective	To create a single source for documentation of all relevant problem details and for the management of problems.
Policy	Each Problem that is opened for investigation must be fully and completely documented in a Problem Record.
Input(s)	Forwarded Incident Records and Primary Incident Records Problem and Known Error records Complaint Details Incident Trend Reports
Output(s)	A detailed Problem Record Related Incident Records
Status	Open
Description	<ul style="list-style-type: none">• (A) The Problem Manager is Accountable to ensure that a Problem record is opened and documented as the single source for information related to the accepted Problem investigation.• (R) The Problem Analyst is Responsible to open and document a Problem Record, and is further Responsible to provide:<ul style="list-style-type: none">○ All related Problem documents and attachments.○ All known Incident records, documents and attachments.• (C,I) The Problem requesting process is Consulted and Informed for all relevant information when logging a Problem Record.

Would you like the Thought Rock team to create a **breakthrough** in your organization?
Contact info@thoughtrock.net or 1-877-581-3942 now.

Thought
Rock

Summary

- An efficient and effective Incident Management process is a key driver for Problem Management success.
- Known Errors Database concept helps Incident resolution
- Link to the Major Incident policy
- Document the process at the high level, including:
 - Activity Flow Diagram
 - Activity Descriptions
 - Defined Activity Roles
 - RACI chart
- Publish the process and walk through with stakeholders
- Implement the process using your common ticketing tool

Would you like the Thought Rock team to create a **breakthrough** in your organization?
Contact info@thoughtrock.net or 1-877-581-3942 now.

Thought
Rock



THE BREAKTHROUGH SERIES

from
**Thought
Rock**

Join Us For Lunch Every Tuesday At 12PM!

Phone: 1.877.581.3942

Email: Info@ThoughtRock.net

Twitter: @ThoughtRockers

www.ThoughtRock.net