

Problem Process

14 August 2010 – V2

This document describes the ITO Problem Process and serves as a reference for all involved to clarify roles and responsibilities.

A problem will progress through stages outlined below from recognition to resolution. The User Status on the Problem Ticket will be updated in Assyst to reflect progress through the various phases of the process. The User Status will provide a standard and meaningful response to client inquiries regarding progress toward resolution. Updating the Status also provides a control mechanism for management and those involved in problem resolution to track and coordinate work.

The phases of the Problem Process are:

1. **Log** – Recognize and record existence of a Problem and assign to appropriate Service Department for investigation.
2. **Investigate** – Determine and document root cause and/or work around.
3. **Known Error** – Root Cause and/or Work Around has been determined and documented in Problem Ticket and/or Knowledge Base for use by those required to resolve Incidents caused by the Problem until RFC is processed and root cause is repaired. Some Problems will remain in Known Error state because work-around is determined to be more cost effective than carrying through with RFC and Repair.
4. **Repair** – The RFC to resolve the root cause of the Problem has been registered and is in process. Meantime work around remains in effect until it is determined that repair was successful.
5. **Close** – It has been determined that the Change successfully repaired the root-cause; the Problem Ticket is Closed.

DESCRIPTION	LOG	INVESTIGATION	REPAIR	CLOSE PENDING
<i>Objective</i>	<i>Record issue, determine priority and assign to appropriate service dept. for repair</i>	<i>Determine cause and plan to repair</i>	<i>Repair, close ticket and record cause & cause item.</i>	<i>Close ticket pending confirmation from client</i>
Step 1	Service Desk records Incident, determines Priority and assigns for resolution. Service desk secures best available time to contact client if necessary.	Service Dept acknowledges receipt by updating status with Investigation and begins analysis.	Service Dept updates Status with Repair recording method for fix.	Assyst sends email informing client of resolution. Resolution is considered successful if client does not respond in 72 hours. Ticket is assigned to accounts.
Step 2	Assyst sends message to client acknowledging receipt & informing them of Ticket #. Assyst sends escalation for Critical tickets.	Service Dept updates ticket with findings using Add Info and reassigns ticket if necessary.	Service Dept repairs item, closes ticket recording Cause and Cause Item. If the repair is not successful then Service Dept returns to Investigation phase and updates ticket state accordingly.	Client contacts Service Desk if solution is not successful. Service Desk acknowledges issue and reopens the ticket noting report from client in Action Item reopening the ticket.
Step 3	Service Desk follows up with Service Dept if ticket is not acknowledged to ensure Investigation is underway	Service Desk responds to client requests for status indicating Service department is investigating.	Service Desk responds to client request for status reporting high-level description of repair plan.	Service Desk assigns appropriate Service Dept. & update Status and returns to Investigation..
RACI	R= Service Desk A= Service Desk Supervisor C= Service Manager – if priority or assignment is unclear I= Client – ticket number	R= Service Dept A= Support System Engineer or DSM for dept assigned C= Chief Engineer if SLA is breached I= Client – status	R= Service Dept A= Support System Engineer or DSM for dept assigned C= Client to test solution. Chief Engineer if SLA is breached I= Client – status	R= Service Desk A= Service Desk Supervisor C= DSM if client expresses concern. I= Support System Engineer if Client expresses concern. Client– latest status

Problem Process – V2 – 14 Aug 2010

DESCRIPTION	LOG	INVESTIGATE	KNOWN ERROR	REPAIR	CLOSE
Objective	Recognize, record and assign responsibility to investigate Problem.	Determine & document root cause & work-around.	Repair Incidents caused by Problem using Work-around.	Process RFC to repair root cause and monitor for success.	Close Problem when it is determined that Change was successful.
Step 1	Service Desk Supervisor, DSM or Chief Engineers determines that problem should be formally recognized.	Service Dept Acknowledges Problem and begins analysis of incidents to determine root cause.	Service Dept assigned incidents caused by this Problem continue to repair using work-around.	Chief Engineer or DSM approves solution & registers RFC to repair root cause.	Chief Engineer or DSM determines that Problem is resolved.
Step 2	Problem is Logged in Assyst and Incidents are linked.	Service Dept records findings using Investigate Action as analysis progresses. Work around process devised and tested.	Service Dept links Incident tickets to Problem Ticket. Chief Engineer or DSM monitors Incidents caused by Problem to track impact.	RFC is processed to repair root cause.	Chief Engineer or DSM closes Problem Ticket.
Step 3	Management assigns Service Department to Investigate	Service Dept documents: root cause; work around and then updates Ticket Status to Known Error.	Service Dept continues analysis and search for solution to repair root cause.	Chief Engineer or DSM monitors Incidents caused by Problem to verify success of repair.	
RACI	R= Service Supervisor, DSM or Chief Engineers A= Asst. Directors C= Director I= INoc & Infrastructure & Business Systems	R= Service Dept A= Chief Engineer or DSM C= Management I = iNoc, Service Depts & Client Dept impacted.	R= Service Dept A= Chief Engineer or DSM C = Management I = iNoc, Service Depts & Client Depts impacted	R= Chief Engineer or DSM A= Asst. Directors C= Client Depts impacted via RFC process I = iNoc, Service Depts	R= Chief Engineer or DSM A= Asst. Directors C= Director I = iNoc, Service Depts