Problem Management Process

University IT Service Management Steering Committee
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Problem Management Process Design Participants

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Goals

- Align problem management process within University IT to common ITSM practice
- Prepare for Service Now Technical Design
- Define goals, roles, objectives and process of Problem Management process
- Identify areas where Stanford deviates from best practice, limit where possible
Output

• IT Problem Management Process Document
• Problem Management Executive Summary
• Process Diagram
• Common understanding of Problem Management Process
Problem Management Definition

A “problem” may be defined as the unknown cause of one or more incidents.

The Problem Management process manages the lifecycle of all problems.

The main objective is to prevent incidents from re-occurring in the future, or if they cannot be prevented, to ensure that they can be resolved in the most expedient manner.

The scope of Problem Management is for Stanford University IT and other University support entities for Production Services.
Goal of Problem Management

To prevent Incidents from reoccurring by identifying the underlying cause of the incidents and providing a permanent fix to remove it or to minimize the impact of those recurring incidents that cannot be prevented.
Problem Management Roles

- Problem Process Owner
- Problem Process Manager
- Problem Coordinator
- Problem Support
- Submitter
- Incident Support
- Incident Coordinator
- Service Desk Manager
Process States for a Problem Record

- Open
- Do Not Pursue
- Under Investigation
- Known Error
- Pending Change Management
- Closed/Resolved
Problem Management Process: Identifying and Logging
Problem Management Process: Propose Fix

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Problem Management Process: Resolving and Closing
Problem Management Process Metrics

- # of Problems Currently Open
- % of Problems Resolved Within Target
- Average Problem Resolution Time
- # of Pro-active Problem Records
- # of Duplicate Problem Records
- # Known Errors Created
- Problem State Duration
- Problem: Create to Close Duration
- Total # of Problems
- Problems by Escalation
- Problems by State
- Avg Incident Resolution Time
- Problem Reviews
- Problems Incorrectly Assigned
- Last Updated
- # of Incidents Associated with a Problem

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Benefits

• Improved client experience with services
  • Prevent incidents from recurring (through root cause analysis and deployment of permanent fixes)
  • Expedited incident resolution (through optimized workarounds)
• Standardization of problem management process within University IT
• Alignment with common ITSM practices
• Role and procedural definitions
• Clarifying process interaction and interdependence
• Single Categorization taxonomy across all processes
Work Left to be Done

- Validation of process
- Solidify procedures
- Assign named individuals to Problem Management roles
- Categorization rationalization
- Technical design
- Map existing processes to new process
- Socialization of new process
- Develop game plan to ensure accountability and adherence to process