MANAGEMENT OF IT PROBLEM

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1.0 OBJECTIVE

The purpose of this procedure is to define the management of IT problems within the service delivery environment to minimize the impact of problems affecting the availability and services of the service delivery environment whilst minimizing the expenditure of resources and maintaining the highest level of customer satisfaction.

2.0 SCOPE

This procedure covers the management of IT problems within the Information Technology Division environment.

3.0 ACCOUNTABILITY

3.1 Governance and Customer Care (GCC), Information Technology Division.

4.0 ABBREVIATION (If any)

4.1	Problem	: The underlying cause of one or more incidents. The cause is not usually known when the problem record is created. The problem management process is responsible for further investigation and determining the root cause, which is documented and may be used by change management and incident management.
4.2	Problem Manager	: Represent the authority to manage the receipt of IT problems, the classification, investigation, revision and closing of IT problems
4.3	Technical Expert / Technical Support :	The technical person o responsible for performing the technical activities related to the IT problem.

5.0 REFERENCE

5.1 Infrastructure Library Resources

5.2 COBIT 2019

5.3 IT Service Management (ITSM)

6.0 RECORD RETENTION PERIOD

No	Quality Records	Location	Retention Period	Responsibility
1	Problem Management Register	OnTrack	3 years	Problem Manager/Authorized personnel

7.0 PROCESS FLOW

7.1 Responsibility and Detail Procedure

RESPONSIBILITY	DETAILED PROCEDURE
1. Problem Manager	**Problem Detection** Problem detection is produced through: - Analysing service desk data to detect potential problems.
2. Problem Manager	**Problem logging** All the relevant details of the problem must be recorded, so a complete historical record exists. This must be date and time-stamped to allow suitable control and escalation.
3. Technical Expert	**Problem Investigation and Diagnosis** An investigation should be conducted to try to diagnose the root cause of the problem - the speed and nature of this investigation will vary depending upon the priority.

4. Director, ITD	**Management Approval** The problem will be recommended in the ITD Management Meeting for approval.
5. Technical Expert & Technical Support	**Problem resolution** As soon as a solution has been found and sufficiently tested, it should be prepared for implementation.
6. Problem Manager	**Update Problem Management Register** The status of any problems should be updated in the Problem Management Register.
7. Problem Manager	**Problem Closed** When any change has been completed (and successfully reviewed) and the resolution has been applied, the Problem Record should be formally closed.

7.2 FLOW CHART

MANAGEMENT OF IT PROBLEM

Responsibility		Documents/Records to be referred
	Start	
Problem Manager	Problem Detection	Complaints Record Incident reports in Ontrack
Problem Manager	Problem Logging	IT Problem Record in Ontrack
Problem Manager	Present to Management Meeting for approval	
	Approved?	
ITD Senior Management	Investigate and Diagnose Problem	
Problem Manager	Update Problem Record	Ontrack
Problem Manager	Close Problem	Ontrack
	End	