

**Problem Management**  
*Mandatory criteria (need 100%)*

**1. Does the tool facilitate the creation, modification, and closure of Problem records?**

Comments: Yes. The tool provides two (2) methods in which to create a problem record. The Problem Record can be created manually via the 'New Problem tab and, the problem record may be created directly from the Incident Record. The 2<sup>nd</sup> method will also populate Incident data into the Problem Record and automatically generate a link between them.

Manual Problem Record Creation

The screenshot shows the 'NEW PROBLEM' form with the following fields and options:

- Problem #:** New Problem
- Urgency:** Select
- Impact:** Select
- Priority:** Select
- \*Item Type:** Select
- \*Status:** Select
- City:** [Text Field]
- Subcomponent:** Select Subcomponent
- \*Manager:** Vespe, Robert R.
- State:** [Text Field]
- \*Manufacturer:** Select Manufacturer
- Creation Date:** 11 25 2013
- Zip:** [Text Field]
- \*Model #:** [Text Field]
- Close Date:** [Text Field]
- Country:** United States
- \*Problem Description:** [Text Area]
- Problem Fix:** [Text Area]
- Root Cause:** [Text Area]
- Problem Workaround:** [Text Area]

Incident Problem Record Creation

The screenshot shows the 'VIEW SERVICE RECORD' form with the following details:

- Service Reco #:** 211680
- Service Record Category:** Request
- Catalog Service:** General Support (Service Call Management) - No Price O
- Status:** Open
- Priority:** 1 - Low
- QA Complete:** NO
- Classification:** None
- Time Zone:** 0
- Days:** 45
- POC:** Heather Reis
- POC Phone:** 703-698-8282
- POC Extension:** 261
- POC @:** heather.reis@itgonline.com
- Lookup Engineer:** Select
- Engineer:** [Text Field]
- Opened By:** Sisney, Vanessa D.

Problem Record listing

INCIDENT [ 211680 ] RELATED PROBLEMS		
Problem #	Problem Description	Manager

## Problem Record Populated with Incident Data

**NEW PROBLEM**

*The mandatory editing fields are indicated with an asterisk \**

Problem #: New Problem	Impact: Select	Priority: Select
Urgency: Select	*Item Type: Other Type	*Status: Select
City: Falls Church	Subcomponent: Select Subcomponent	*Manager: Vespe, Robert R.
State: VA	*Manufacturer: OTHER	Creation Date: 11 25 2013
Zip: 22043	*Model #:	Close Date:
Country: United States		

*Problem Description:	Problem Fix:
I am trying to set up my account on the Lync app and need some information.	Entered on: 10/11/2013 1:31:38 PM by:Yum, Thomas  emailed Heather with the appropriate settings for the lync app

Root Cause:
Problem Workaround:

**2. Does the tool facilitate the automatic generation of time and date stamping for new Problem records?**

Comments: Yes. Time and date stamps are applied automatically to the record.

**NEW PROBLEM**

*The mandatory editing fields are indicated with an asterisk \**

Problem #: New Problem      Impact: Select      Priority: Select

Urgency: Select      \*Item Type: Other Type      \*Status: Select

City: Falls Church      Subcomponent: Select Subcomponent      \*Manager: Vespe, Robert R.

State: VA      \*Manufacturer: OTHER      Creation Date: 11 25 2013

Zip: 22043      \*Model #:      Close Date:

Country: United States

**\*Problem Description:**      **Problem Fix:**

I am trying to set up my account on the Lync app and need some information.      Entered on: 10/11/2013 1:31:38 PM by: Yum, Thomas

emailed Heather with the appropriate settings for the lync app

Root Cause:      Problem Workaround:

**3. Does the tool support the ability to distinguish between an Incident, Problem, and Known Error?**

Comments: Yes. The Problem Record maintains the ability to distinguish between an Incident, Problem, Known Problem, and if Closed. The 'Related Incidents' field identifies all associated Incident records if applicable.

**VIEW PROBLEM**

Workflow Status [ Not Initiated ]

Problem #: 60      Impact: 1 - Low-Minor      Priority: 1 - Low-Minor

Urgency: 1 - Low-Minor      Item Type: Phone Systems      Status: Closed (Permanent Fix Available)

City:      Subcomponent: Select Subcomponent      Manager: Vespe, Robert R.

State:      Manufacturer: OTHER      Creation Date: 11 25 2013

Zip:      Model #: NA      Closed Date:      Creation Date MM

Country: United States

**Problem Description:**      **Problem Fix:**      **Related Incidents:**

I am trying to set up my account on the Lync app and need some information.      Entered on: 10/11/2013 1:31:38 PM by: Yum, Thomas      211680

emailed Heather with the appropriate settings for the lync app

Problem (No Solution Available)  
Known Problem (Workaround Available)  
Closed (Permanent Fix Available)

#### 4. Does the tool facilitate the automated matching of Incidents to Problems and Known Errors?

Comments: Yes. The tool matches Incidents to Problem records which may be identified as Problem or known error.

#### Incident Record

**VIEW SERVICE RECORD**

Workflow Status [ Not Initiated ]

Service Record #: 211680 Contract #: [ ] Service Record Category: [ ] Catalog Service: General Support (Service Call Management) - No Price

Status: Open Classification: None Time Zone: 0 Days: 45

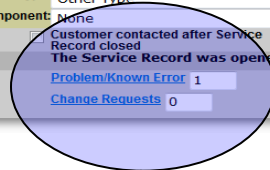
Reference Incident #: [ ] Reference Request #: [ ] Reference Event #: [ ] Customer Reference #: [ ]

POC: Heather Reis  
 POC Phone: 703-698-8282 POC Extension: 261  
 POC @: heather.reis@itgonline.com  
 Alternate POC: [ ] Alternate POC Phone: [ ] Alternate POC Extension: [ ]  
 Caller: [ ] Caller Phone: [ ] Caller Extension: [ ]  
 Agency: ITG  
 Address 1: 2745 Hartland RD  
 Address 2: [ ]  
 City: Falls Church State: VA Zip: 22043  
 Country: United States

Lookup Engineer: Select  
 Engineer: [ ]  
 Opened By: Sisney, Vanessa D.  
 Lookup TAM: Select  
 TAM: IT Support  
 Lookup SME: Select  
 SME: [ ]  
 BDM: Harris, George  
 Sub: [ ]  
 Sub Rating: 0  
 Billable:   
 AR: [ ]  
 Tasks: 0  
 SLA Code: [ ]  
 SLA Exceptions: Exception Open:  Exception Count: 1  
 Parts Not Shipped: 0

Manufacturer: OTHER Model: [ ]  
 Serial #: ITG211680 Description: other  
 New Serial #: [ ] S/N verified:   
 Asset Tag #: [ ]  
 Item Type: Other Type  
 Subcomponent: None

Customer contacted after Service Record closed  Site User contacted   
 The Service Record was opened as: Local  
 Problem/Known Error 1  
 Change Requests 0



[Problem/Known Error](#) 1  
[Change Requests](#) 0

#### Associated Problem Records

**SELECT PROBLEM**

Problem #	Item Type	Manufacturer	Model	Manager	City
<input type="radio"/> 60	Phone Systems	OTHER	NA	Vespe, Robert R.	

**VIEW PROBLEM**

Workflow Status [ Not Initiated ]

Problem #: 60 Impact: 1 - Low-Minor Priority: 1 - Low-Minor

Urgency: 1 - Low-Minor Item Type: Phone Systems Status: Closed (Perr)

City: [ ] Subcomponent: Select Subcomponent Manager: Vespe, Robe

State: [ ] Manufacturer: OTHER Creation Date: 11 25

Zip: [ ] Model #: [ ] Closed Date: [ ]

Country: United States

Problem Description: I am trying to set up my account on the Lync app and  
 Problem Fix: Entered on: 10/11/2013 1:31:38 PM by:Yum, Thomas  
 Related Incid: 211680

**5. Does the tool support the ability to route and assign Problem records to pre-defined support staff or groups?**

Comments: Yes. The Problem record is assigned to the Individual who created the Problem record. It may be modified to identify a support staff member or support group.

**VIEW PROBLEM**

**Workflow Status [ Not Initiated ]**

Problem #: 60	Impact: 1 - Low-Minor	Priority: 1 - Low-Minor
Urgency: 1 - Low-Minor	Item Type: Phone Systems	Status: Closed (Permanent Fix Available)
City:	Subcomponent: Select Subcomponent	<b>Manager: Vespe, Robert R.</b>
State:	Manufacturer: OTHER	Creation Date: 11 25 2013
Zip:	Model #: NA	Closed Date: <input type="text"/> Creation Date MM
Country: United States		

Problem Description:	Problem Fix:	Related Incidents:
I am trying to set up my account on the Lync app and need some information.	Entered on: 10/11/2013 1:31:38 PM by: Yum, Thomas emailed Heather with the appropriate settings for the lync app	211680

- Vespe, Robert R.
- Vestal, Cory
- VIATECH
- viatest
- Vicker, Stephen
- Vieira, Jeff
- Viens, James
- Vigen II, Thomas E.
- Villarreal, Patrick
- Vize, Cheri
- VTC Labor 1, Labor 1
- Vue, Tim
- Wagner, Melissa
- Wagner, Sebastian
- Waite, Cory
- Waitsman, Andrew
- Wakefield, Douglas A.
- Wald, Mike A.
- Walker, Michelle
- Walker, Ruben
- Walls, Anthony

**6. Does the tool enable impact and urgency codes to be assigned to Problem records?**

Comments: Yes.

The screenshot shows a 'VIEW PROBLEM' form with the following fields: Problem #: 60, Impact: 1 - Low-Minor (circled in blue), Priority: 1 - Low-Minor, Urgency: 1 - Low-Minor (circled in blue), Item Type: Phone Systems, Status: Closed (Permanent Fix Available), City: [empty], Subcomponent: Select Subcomponent, Manager: Vespe, Robert R., State: [empty], Manufacturer: OTHER, Creation Date: 11 25 2013, Zip: [empty], Model #: NA, Closed Date: [empty] Creation Date MM, Country: United States. Below the form is a table with three columns: Problem Description, Problem Fix, and Related Incidents. The Problem Description contains the text: 'I am trying to set up my account on the Lync app and need some information.' The Problem Fix contains: 'Entered on: 10/11/2013 1:31:38 PM by:Yum, Thomas' and 'emailed Heather with the appropriate settings for the lync app'. The Related Incidents column contains the number '211680'.

**7. Does the tool facilitate progress tracking and monitoring of Problems? For example, tracking ownership and responsibility for resolving the Problem.**

Comments: Yes. The Manager of the record (assigned during the creation of the record) is assigned ownership for resolving the problem.

This screenshot is identical to the one above, but with a blue oval around the 'Manager: Vespe, Robert R.' field. A black arrow points from the text 'The Manager of the record (assigned during the creation of the record) is assigned ownership for resolving the problem.' to this field.

**8. Does the tool facilitate the escalation of Problems after pre-defined thresholds have been breached?**

Comments: Yes. There are several methods to facilitate the escalation of Problems.

- 1- Create a list of Problem Records via the ‘Search Problem’ screen based upon the status, Urgency, Impact, and Priority.

The screenshot shows the 'SEARCH PROBLEM' interface with several fields circled in blue. Arrows point from these fields to their respective dropdown menu options:

- Urgency: Select** points to a list: 1 - Low-Minor, 2 - Med/Low-Somewhat Significant, 3 - Medium-Significant, 4 - Med/High-Major, 5 - High-Urgent
- Impact: Select** points to a list: Problem (No Solution Available), Known Problem (Workaround Available), Closed (Permanent Fix Available)
- Priority: Select** points to a list: 1 - Low-Minor, 2 - Med/Low-Somewhat Significant, 3 - Medium-Significant, 4 - Med/High-Major, 5 - High-Urgent
- Status: Select All** points to a list: Problem (No Solution Available), Known Problem (Workaround Available), Closed (Permanent Fix Available)

- 2- Using a saved ad-hoc report, pull a Problem record listing depicting the number of incidents associated to the non-closed problem or known problem records.

Saved Ad-hoc Query (lists the number of associated Incidents to non-closed Problem Records)

Query Results	
ProblemID	COUNT(ProblemIncidents.ProblemID)
3	3
4	1

Problem Record # 3 from the above list showing the 3 Incidents associated to it, the number of records relating to a Problem may be a threshold breach.

**9. Does the tool provide historical data on Problems and Known Errors for use by support staff during the investigation process?**

Comments: Yes. Support Staff may interrogate historical data by using the Problem search screen or the ad-hoc reporting system. Using the search screen, any single field or combination of fields may be interrogated. Using the ad-hoc reporting system, reports tailored to ones needs may be executed and saved for future requirements. The ad-hoc reporting system has the capability of combining multiple tables (Problem and Incident tables) for in-depth analysis.

**Problem Search Screen**

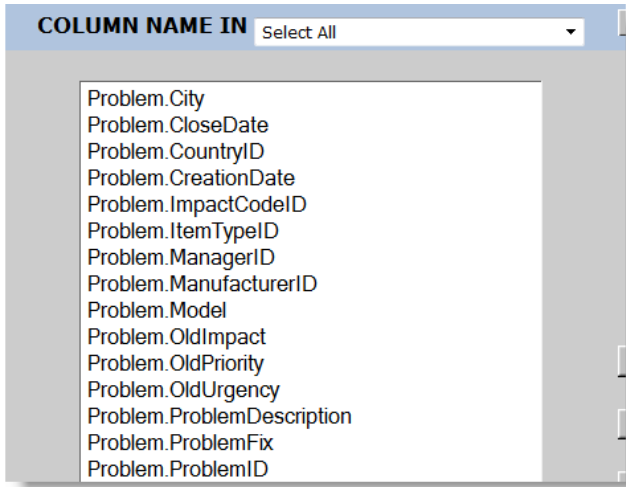
**Search Screen Output List**

SELECT PROBLEM											
Problem #	Item Type	Manufacturer	Model	Manager	City	State	Zip	Country	Priority	Impact	Urgen
1	None	OTHER	xyz	Hadjikyriakou, George				United States	3 - Medium	2 - MedLow	4 - Med/Hic
2	PC	HP	test	Fellers, Bridget S.				United States	2 - MedLow	1 - Low	2 - Med/Lov
3	Printer	DELL	M5200	Vespe, Robert R.	Columbus	OH	43215-2463	United States	3 - Medium	3 - Medium	3 - Medium
4	Printer	HP	4600	Vespe, Robert R.	Washington	DC	20410	United States	3 - Medium	3 - Medium	3 - Medium
5	Printer	LEXMARK	Optra T630	Laramee, Deborah (n)	Missoula	MT	59801	United States			

**Problem Record**



## Ad-hoc Reporting System for Problem database interrogation



### Sample ad-hoc Report

A	B	C	D	E	F	G	H
ProblemID	SvcCallID	CreationDate	Model	ProblemDescr	RootCause	DateIncidentOpened	Description
3	106545	6/19/2007	M5200	PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray. □ PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray. Customer states legal paper tray appears to have been taped in the past. Please assist. □ HUD ID#047224 □ Dell M5200 □ Printer name:CCOL_PIH_DellM5200_PCL on CLLBNFP001 □ Floor:7th □ Room: PIH	Premature Door	6/13/2007	Printer

**10. Does the tool facilitate the generation of customizable management reports? For example, can the tool facilitate trend analysis reports to identify potential Problems before they occur?**

Comments: Yes. The Problem Management system facilitates the generation of customizable management reports from the problem records as illustrated in the previous question (question #9).

Additionally, CENTRE maintains a Potential Problem Management System (PPMS) to identify trends and notify individuals or groups as stated thresholds occur. The PPMS tool is built upon the ad-hoc reporting system criteria, and allows one to select any field or group of fields from the Incident records. Using the Problem entry screen combined with the ad-hoc selection criteria provides the user with infinite methods to select records to identify potential issues before they become problems.

PPMS Screen to Monitor HP Fuser Failures if it detects 3 or more failures within the past 120 days. This scan executes daily and uses the ad-hoc scan parameters (select query) to extract data and generate a report for analysis.

**PPMS Scan Request**

**VIEW POTENTIAL PROBLEM SPECIFICATION SCAN REQUEST**

Scan Request Name: Abnormal Fuser Usage  
 Description: Find Fuser Repairs within the last 120 days  
 Scan Request Query: HP Fuser Replacement  
 Priority Level: 1  
 Problem Status: Unknown Issue  
 Scan Status: Inactive  
 (This scan request will only be executed if Active)  
 Scan Number of Days Prior to Current Date: 120  
 Scan on Date Column: SrvcCall.DateClosed  
 (Select the Date Column upon which to apply the Number of Days query)  
 Scan Frequency Type: Hours  
 (Select Hours or Days)  
 Scan Frequency Value: 1  
 Number of Matches: 3  
 Problem Assigned to User: Vespe, Robert R.  
 Alert Notification Email Address: robert.vespe@itgonline.com  
 Enable Email Notification: Yes  
 Select Query: Select SrvcCall.SrvcCallID as [ServiceRecordID],SrvcCall.DateClosed as [DateClosed],SrvcCall.MfrName as [ManufacturerName],SrvcCall.Model as [Model],SrvcCall.EquipmentTypeID as [ItemTypeID] from SrvcCall SrvcCall where SrvcCall.ContractID in (Select ContractID from GroupContracts where UserGroupID in (15))

**Output Report**

Potential Problem Records fetched for Scan Request [ Abnormal Fuser Usage ]						
PPRecordID	PPGroupID	DateTimeCreated	ServiceCallNumber	DateClosed	ManufacturerName	Model
3453	26	1/20/2007 10:26:23 PM	86232	9/28/2006	HP	LJ 4100
3454	26	1/20/2007 10:26:23 PM	86293	9/25/2006	HP	LJ 4000
3455	26	1/20/2007 10:26:23 PM	86310	9/28/2006	HP	8000a
3456	26	1/20/2007 10:26:23 PM	86374	9/27/2006	HP	LJ 8550
3457	26	1/20/2007 10:26:23 PM	86619	9/28/2006	HP	4100a
3458	26	1/20/2007 10:26:23 PM	86827	10/2/2006	HP	LJ 5Si
3459	26	1/20/2007 10:26:23 PM	87113	10/3/2006	HP	LJ 4100
3460	26	1/20/2007 10:26:23 PM	87257	10/5/2006	HP	LJ 2200D
3461	26	1/20/2007 10:26:23 PM	87285	10/5/2006	HP	LJ 4100
3462	26	1/20/2007 10:26:23 PM	87393	10/10/2006	HP	LJ 5Si

## 11. Does the tool facilitate the entry of free text for the recording of Problem descriptions and resolution activities?

Comments: Yes. There are four (4) free text fields.

The screenshot shows a web-based form titled "NEW PROBLEM". At the top, it states "The mandatory editing fields are indicated with an asterisk \*". The form is organized into several sections. The top section contains fields for "Problem #:", "Impact:", "Priority:", "Urgency:", "\*Item Type:", and "\*Status:". Below this, there are fields for "City:", "Subcomponent:", "\*Manager:" (pre-filled with "Vespe, Robert R."), "State:", "\*Manufacturers:", "Creation Date:" (pre-filled with "11 25 2013"), "Zip:", "\*Model #:", and "Close Date:". The bottom section of the form is divided into four large text areas: "\*Problem Description:", "Problem Fix:", "Root Cause:", and "Problem Workaround:". Each of these text areas has a vertical scrollbar and a small "abc" icon at the bottom right corner, indicating they are text input fields.

### *Integration Criteria*

#### *Change Management*

### 1. Does the tool facilitate secured and controlled access to Change Management information such as Change schedules and Change history?

Comments: Yes. Access to CENTRE is provisioned by user ID and passwords at all screen field viewing/modifying and reporting levels.

*From:*

*'ITG CENTRE Introduction'  
Document Control # 180-v2*

1. ***System Administrator attributes. The System Administrator attributes allow control to be exercised over the Users of "ITG CENTRE" by assigning permissions, passwords, and controlling the Users' ability to see and manipulate data within the system.***
  - Each time the RFC record is modified:
    - o The 'Date Last Updated' and 'Last Updated By' information is captured.
    - o The Record may only be edited by the issuer or the Chairman/Deputy Chairman until the 'Status is set to 'Approved', then, ***only*** the Chairman/Deputy Chairman or the 'Assigned To' individual may edit the record.
    - o Each time a change is made to the record's main page, the details of the change are chronologically reflected in the 'Track Changes' field.

## 2. Does the tool facilitate the association and maintenance of the relationships between Known Error records and RFCs?

Comments: Yes. The relationships between the Problem Record and RFC's are maintained on the Problem Record.

Problem Record Maintains links to the RFC

New | **Change Request** | Notif | Help

### VIEW PROBLEM

**Workflow Status [ Not Initiated ]**

Problem #: 3      Impact: 3 - Medium-Significant      Priority: 3 - Medium-Significant

Urgency: 3 - Medium-Significant      Item Type: Printer      Status: Closed (P)

City: Columbus      Subcomponent: Case Parts Laser      Manager: Vespe, R

State: OH      Manufacturer: DELL      Creation Date: 06 19

Zip: 43215-2463      Model #: M5200      Closed Date: 10 26

Country: United States

Problem Description:	Problem Fix:	Related Ir
PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray.	#BF-TC 06/18/07 11:30 #BF-SR 06/18/07 11:30	106545 105988

### CHANGE REQUESTS FOR PROBLEM [ 3 ]

Change Request #	Change Request Name	Change Authority	Issued Date	Approved Date	Priority
<a href="#">57</a>	Add an additional line entry titled 'Related RFC's on the PPMS Screen	Software Engineering MRB	1/26/2007 4:17:15 PM	2/8/2007 10:28:52 AM	HIGH
<a href="#">102</a>	Modification of the RFC Labels and Table Elements	Software Engineering MRB	6/22/2007 5:21:55 PM	6/22/2007 5:21:55 PM	MEDIUM

Problem Record automatically creates the RFC Configuration Item link within the RFC Record

New | Affected Departments | Affected Contracts | Change Analysis | Process Areas | DAR | Post Implementation Review | Assessments | **Configuration Items** | N

### VIEW CHANGE REQUEST [ 57 ]

**Workflow Status [ Not Initiated ]**

Change Request Name: Add an additional line entry titled 'Related RFC's on the PPMS Screen

Category: Standard Change      Desired Completion Date: 3/30/2007

Change Type: Software

Change Authority: Software Engineering MRB

Proposed Change: Modify the PPMS Scan Request Record. Add an additional field (placed under the <Number of

### CONFIGURATION ITEM SOURCE RECORDS

Configuration Item Source Type	Configuration Item Source	Key Column Value
Change Request	Contract Assets	<a href="#">174629</a>
Change Request	Problem	<a href="#">3</a>
Change Request	Requirement	<a href="#">780</a>
Change Request	Requirement	<a href="#">781</a>
Change Request	Scan Request	<a href="#">13</a>
Change Request	Scan Request	<a href="#">14</a>

3. When a Change has been successfully implemented does the tool facilitate the closure of all associated Known Error records?

Comments: Yes. The RFC maintains the associated Problem record(s) hyperlinks

RFC

New | Affected Departments | Affected Contracts | Change Analysis | Process Areas | DAR | Post Implementation Review | Assessments | Configuration Items | N

**VIEW CHANGE REQUEST [ 57 ]**

Workflow Status [ Not Initiated ]

Change Request Name: Add an additional line entry titled 'Related RFC's on the PPMS Screen

Category: Standard Change

Change Type: Software

Change Authority: Software Engineering MRB

Proposed Change: Modify the PPMS Scan Request Record. Add an additional field (placed under the <Number of

Desired Completion Date: 3/30/2007

Actions Su  
2/24/200  
Hadjikyri  
Requirem  
-----

Associated CI's

**CONFIGURATION ITEM SOURCE RECORDS**

Configuration Item Source Type	Configuration Item Source	Key Column Value
Change Request	Contract Assets	<a href="#">174629</a>
Change Request	<b>Problem</b>	<b><a href="#">3</a></b>
Change Request	Requirement	<a href="#">780</a>
Change Request	Requirement	<a href="#">781</a>
Change Request	Scan Request	<a href="#">13</a>
Change Request	Scan Request	<a href="#">14</a>

Problem Record

**VIEW PROBLEM**

Workflow Status [ Not Initiated ]

**Problem #: 3**

Impact: 3 - Medium-Significant

Priority: 3 - Medium-

Urgency: 3 - Medium-Significant

Item Type: Printer

Status: Closed (Per

City: Columbus

Subcomponent: Case Parts Laser

Manager: Vespe, Rob

State: OH

Manufacturer: DELL

Creation Date: 06 19

Zip: 43215-2463

Model #: M5200

Closed Date: 10 26

Country: United States

Problem Description:	Problem Fix:	Related Inci
PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray.	#BF-TC 06/18/07 11:30	106545
PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray.	#BF-SR 06/18/07 11:30	105988
Customer states legal paper tray appears to have been	jin replaced the cover cable	106030
	Entered on: 6/18/2007 12:06:21 PM by:Reed, Steven	106514
	W.	106835

## Configuration Management

1. Does the tool facilitate secure and controlled access to the CMDB to navigate, modify, and extract Problem Management related information? For example, the use of historical CI audit logs.

Comments: Yes. Access to CENTRE is provisioned by user ID and passwords at all screen field viewing/modifying and reporting levels.

From:  
*'ITG CENTRE Introduction'*  
*Document Control # 180-v2*

*System Administrator attributes. The System Administrator attributes allow control to be exercised over the Users of "ITG CENTRE" by assigning permissions, passwords, and controlling the Users' ability to see and manipulate data within the system.*

CI Item

Item Relationships | View CI Log | Duplicate Record | Edit CI Change Request | Assign Services | Help

### VIEW CONFIGURATION ITEM [ 215172 ]

Contract #: 5999-000	POC Phone: [ ]	Extension: [ ]	Customer DO #:
POC: Sung Yoon	Alternate POC Phone: [ ]	Extension: [ ]	Customer DO Date: [ ]
Alternate POC: [ ]	Price: [ ]		Maintenance DO #:
CI Number: ECHK3471035	Price Type: [ ]		Maintenance DO Date: [ ]
<a href="#">CI Number Log</a> <a href="#">CI Number Summary</a>	Warranty Start: [ ]		DO Due Date: [ ]
Old CI Number: [ ]	Warranty End: [ ]		Ship Date: [ ]
Item Type: Server	Agency: [ ]		Install Date: [ ]
Subcomponent: None	Site/Location: [ ]		Training Date: [ ]
Model: [ ]	Address 2: [ ]		Billable: <input type="checkbox"/>
Description: ITG-VERIFI	City: [ ]		Not Active: <input type="checkbox"/>
Manufacturer: None	State: [ ]	Zip: [ ]	Last Modified: 9/13/2010 9:30:15
Quantity: [ ]	Country: United States		Last Modified By: Yoon, Sung W.
CLIN: [ ]	Lifecycle Status: None		<input type="checkbox"/> External Data
Asset Tag: 505983	Response SLA Hours: 0		<input type="checkbox"/> Use PPM Hours for SLA
Urgency: 5 - High	On-Site SLA Hours: 0	<input type="button" value="Lifecycle Status"/>	<input type="checkbox"/> Include Saturday in SLA
Impact: 5 - High	Repair SLA Hours: 0		<input type="checkbox"/> Include Sunday in SLA
Priority: 5 - High	Sales Order #: [ ]		<input type="checkbox"/> Include Holiday in SLA
	Invoice #: [ ]		Creation Date: 08 12 2008
	SKU #: [ ]		Down Time (hours): 1013.7
	Service Coverage Start Date: 08 16 2005		Up Time (hours): 46357
	Service Coverage End Date: [ ]		Availability (%): 97.81
	OEM Warranty Start Date: [ ]		Change Requests: 5
	OEM Warranty End Date: [ ]		Approved Change Requests: 1

### CI Audit Log - Previous Historical Record View

SELECT CONFIGURATION ITEM LOG						
Contract #	Date Log Recorded	CI Number	Manufacturer	Model	Description	Warra
5999-000	12/12/2008 3:08:33 PM	ECHK3471035	.	.	ITG-SANCTUARY	.
5999-000	3/12/2009 3:26:15 PM	ECHK3471035	.	.	ITG-VERIFI	.
5999-000	12/12/2008 3:08:03 PM	ECHK3471035	.	.	ITG-SANCTUARY	.
5999-000	12/12/2008 3:17:15 PM	ECHK3471035	.	.	ITG-SANCTUARY	.
5999-000	3/12/2009 11:43:13 AM	ECHK3471035	.	.	ITG-VERIFI	.
5999-000	11/7/2008 5:28:21 PM	ECHK3471035	.	.	ITG-SANCTUARY	.
5999-000	12/12/2008 3:13:47 PM	ECHK3471035	.	.	ITG-SANCTUARY	.

2. Does the tool differentiate between the criticality of CIs to assist Problem Management staff in classifying Problem records?

Comments: Yes. The criticality of CI's are captured during Incident entry as urgency, impact, and priority. Problem Records have the capability to link these associated Incident records. These associated Incident record(s) may be viewed by Problem Management staff to evaluate and differentiate the criticality of Problem records. Problem management may also view the CI historical summary.

**VIEW PROBLEM**

Workflow Status [ Not Initiated ]

Problem #: 3      Impact: 3 - Medium-Significant      Priority: 3 - Medium-Significant

Urgency: 3 - Medium-Significant      Item Type: Printer      Status: Closed (Permanent Fix A

City: Columbus      Subcomponent: Case Parts Laser      Manager: Vespe, Robert R.

State: OH      Manufacturer: DELL      Creation Date: 06 19 2007

Zip: 43215-2463      Model #: M5200      Closed Date: 10 26 2012

Country: United States

**Problem Description:**      **Problem Fix:**      **Related Incidents:**

PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray.  
 PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray.  
 Customer states legal paper tray appears to have been

#BF-TC 06/18/07 11:30  
 #BF-SR 06/18/07 11:30  
 jin replaced the cover cable  
 Entered on: 6/18/2007 12:06:21 PM by:Reed, Steven W.

106545  
 105988  
 106030  
 106514  
 106835

**VIEW SERVICE RECORD**

Workflow Status [ Not Initiated ]

Service Record #: 106545      Contract #: 8068-000      Service Record Category: Incident      Catalog Service: General Support (Service Call Management) - No Price Option - Confirmed

Status: Closed      Priority: 1 - Low      QA Complete: Attempted To Survey      Classification: None      Time Zone: 0      Days: 5

Reference Incident #:      Reference Request #:      Reference Event #:      Customer Reference #: I168639      Sub Reference #:      Customer Order #:

POC: Mary      POC Phone: 614-      POC Extension:      Alternate POC: Mary      Alternate POC Phone:      Alternate POC Extension:      Caller: SD      Caller Phone:      Caller Extension:      Agency: HUD      Address 1: 200 North High Street      Address 2:      City: Columbus      State: OH      Zip: 43215-2463      Country: United States      Manufacturer: DELL      Model: M5200      Serial #: 41S3H21      Description: Printer      New Serial #:      Asset Tag #: 047224      S/N verified:

Lookup Engineer: Select      Engineer:      Opened By: Guidry, Yves N. (Nino)      Opened: 06 13 2007 08 54      Confirmed: 06 13 2007 09 29      Dispatched: 06 13 2007 09 33      LookuptAM: Select      TAM: Seager, Terence P.      Confirmed: 06 13 2007 10 55      On-Site: 06 14 2007 11 15      Next ETA: 06 18 2007 13 30      Resolution: 06 18 2007 11 30      Closed: 06 18 2007 11 30      Part Orders: 1      Last RMA:      Shipped Date: 06 15 2007      Urgency: 1 - Low      Impact: 1 - Low      Service Record Type: Support      Service Record Closure Type: Support      Pending Action: Select      SLA Type: Calculated      SLA

Sub Rating: 3      Billable:       AR:      SLA Code: W2 BS 24      SLA Exceptions:      Exception Open:       Exception Count: 0      Date Not Shipped: 0

**VIEW CONFIGURATION ITEM [ 160662 ]**

Contract #: 8068-000      POC Phone: 614-      Extension:      Alternate POC:      Alternate POC Phone:      Extension:      Price:      Price Type:      Warranty Start:      Warranty End:      Agency: HUD      Site/Location: 200 N. High Street ,7th Floor      Address 2:      City: Columbus      State: OH      Zip: 43215      Country: United States      Lifecycle Status: None      Response SLA Hours: 0      On-Site SLA Hours: 0      Repair SLA Hours: 0      Sales Order #:      Invoice #:

CI Number: 41S3H21      CI Number Loss      CI Number Summary

Old CI Number:      Item Type: Printer      Subcomponent: None      Model: M5200      Description: Printer      Manufacturer: DELL      Quantity:      CLIN:      Asset Tag: 047224      Urgency: 1 - Low      Impact: 1 - Low      Priority: 1 - Low

**CI NUMBER [ 41S3H21 ] SUMMARY**

First Service Record Date	Service Records	Total Parts Shipped	Total Parts Cost	Total Electronic Repair Labor Charges	Total Subcontractor Labor Charges	Last Service Record Date
6/18/2007 12:08:44 PM	10	14	1,123.46	0.00	1,187.50	4/12/2011 5:32:5

3. Does the tool facilitate links with the CMDB to enable the updating of Problem records with Configuration information? (Including CI components, relationships, and dependencies).

Comments: Yes. As depicted in the previous question, the Problem record links to the CMDB via the Problem Record's associated Incident record(s). The Incident record maintains the direct link to the CMDB. The CMDB record provides relationship and dependency information.

CI

[Item Relationships](#) | [View CI Log](#) | [Duplicate Record](#) | [Edit CI Change Request](#) | [Assign Services](#) | [Help](#)

### VIEW CONFIGURATION ITEM [ 175104 ]

Contract #: 5999-000	POC Phone: 703-698-8282	Extension: 257
POC: George Harris	Alternate POC Phone: 703-698-8282	Extension: 226
Alternate POC: Sung Yoon	Price:	
CI Number: BZDS72300030	Price Type:	
<a href="#">CI Number Log</a> <a href="#">CI Number Summary</a>	Warranty Start:	
Old CI Number:	Warranty End:	
Item Type: Server	Agency:	
Subcomponent: None	Site/Location: ITG HQ Server Room	
Model: SE7501CW2	Address 2:	
Description: ITG-EXCHANGE (Decommissioned)	City: Falls Church	
Manufacturer: INTEL	State: VA Zip: 22043	
Quantity: 1	Country: United States	
CI IN:	Lifecycle Status: Decommissioned	

Dependencies

### CONFIGURATION ITEM RELATIONSHIPS

CI Number: BZDS72300030 City: Falls Church Urgency: 5 -  
 Manufacturer: INTEL State: VA Impact: 5 -  
 Configuration Item Type: Server Zip: 22043  
 Model: SE7501CW2 Country: United States  
 Description: ITG-EXCHANGE (Decommissioned)

Relationship Type	CI Number	Manufacturer	Configuration Item Type	Model	City	State	Zip Code	Country	Urgency	Impact
LICENSEE TO	<a href="#">39502959</a>	MICROSOFT	Exchange Svr Ent 2003 English OLP NL		Falls Church	VA	22043	United States	1 - Low	1 - Low
LICENSEE TO	<a href="#">505778</a>	DELL	PC	PM	Falls Church	VA	22043	United States	2 - Med/Low	1 - Low
LICENSEE TO	<a href="#">P7200264</a>		Windows Svr Ent 2003 Win32 English OLP NL		Falls Church	VA	22043	United States	1 - Low	1 - Low
CHILD TO	<a href="#">CHK0647V1FQ</a>	CISCO	Networking Devices	cisco WS-C3550-12T	Falls Church	VA	22043	United States	3 - Medium	3 - Medium
CHILD TO	<a href="#">CHK0652W0P3</a>	CISCO	Networking Devices	C3550-12T	Falls Church	VA	22043	United States	3 - Medium	3 - Medium

Dependencies

### CONFIGURATION ITEM RELATIONSHIPS

CI Number: [CHK0647V1FQ](#) City: Falls Church Urgency: 3 -  
 Manufacturer: CISCO State: VA Impact: 3 -  
 Configuration Item Type: Networking Devices Zip: 22043  
 Model: cisco WS-C3550-12T Country: United States  
 Description: ITG-Access-Switch04

Relationship Type	CI Number	Manufacturer	Configuration Item Type	Model	City	State	Zip Code	Country	Urgency	Impact
PARENT TO	<a href="#">BZDS72300030</a>	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High
PARENT TO	<a href="#">ECHK4490481</a>	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High
PARENT TO	<a href="#">ECHK4490327</a>	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High
PARENT TO	<a href="#">FOC0801W24C</a>	CISCO	Networking Devices	C2950G-24				United States	5 - High	3 - Medium
PARENT TO	<a href="#">FOC0806Z304</a>	CISCO	Networking Devices	C2950G-48	Falls Church	VA	22043	United States	5 - High	3 - Medium



## Configurable CI Relationships

CONFIGURATION ITEM RELATIONSHIP SUMMARY			
CI Number: BZDS72300030		City: Falls Church	
Manufacturer: INTEL		State: VA	
Item Type: Server		Zip: 22043	
Model: SE7501CW2		Country: United States	
Description: ITG-EXCHANGE (Decommissioned)			
Relationship Type	Relationship Count	Assign Relationships to Another Configuration Item	Remove Relationships
LICENSEE TO	2	<a href="#">Create new LICENSEE TO configuration item for these relationships</a>	<a href="#">Remove existing LICENSEE TO relationships</a>

## Customizable Relationship Type Table

SELECT RELATIONSHIP TYPE	
<u>Relationship Type</u>	<u>Relationship Type Value</u>
<input type="radio"/> License	1 - many
<input type="radio"/> Master-Slave	1-Many
<input type="radio"/> Parent-Child	1-Many
<input type="radio"/> Peer-Peer	1-Many

## Incident Management

1. Does the tool facilitate the association and maintenance of the relationships between Incident and Problem records?

Comments: Yes. The Incident record maintains links to all associated Problem records.

### Incident Record

**VIEW SERVICE RECORD**

Workflow Status [ Not Initiated ]

Service Record #: 211680 Contract #: 5999-000 Service Record Category: Request Catalog Service: General Support (Service Call Management)

Status: Open Priority: 1 - Low QA Complete: NO Classification: None

Reference Incident #: Reference Request #: Reference Event #: Customer F:

POC: Heather Reis  
 POC Phone: 703-698-8282 POC Extension: 261  
 POC @: heather.reis@itgonline.com  
 Alternate POC:  
 Alternate POC Phone: Alternate POC Extension:  
 Caller:  
 Caller Phone: Caller Extension:  
 Agency: ITG  
 Address 1: 2745 Hartland RD  
 Address 2:  
 City: Falls Church State: VA Zip: 22043  
 Country: United States  
 Manufacturer: OTHER Model:  
 Serial #: ITG211680 Description: other  SN verified  
 New Serial #:  
 Asset Tag #:  
 Item Type: Other Type  
 Subcomponent: None

Customer contacted after Service  Site User contacted

The Service Record was opened as: Local

**Problem/Known Error 1**

The Service Record was opened as: Local

[Problem/Known Error 1](#)

[Change Requests 0](#)

**SELECT PROBLEM**

Problem #	Item Type	Manufacturer	Model	Manager	City
<input type="radio"/> 60	Phone Systems	OTHER	NA	Vespe, Robert R.	

**VIEW PROBLEM**

Workflow Status [ Not Initiated ]

Problem #: 60 Impact: 1 - Low-Minor Priority: 1 - Low-Minor

Urgency: 1 - Low-Minor Item Type: Phone Systems Status: Closed (Permanent Fix Available)

City: Subcomponent: Select Subcomponent Manager: Vespe, Robert R.

State: Manufacturer: OTHER Creation Date: 11 25 2013

Zip: Model #: NA Closed Date:

Country: United States

**Problem Description:** I am trying to set up my account on the Lync app and need some information.

**Problem Fix:** Entered on: 10/11/2013 1:31:38 PM by:Yum, Thomas  
 emailed Heather with the appropriate settings for the lync app

**Related Incidents:** 211680

2. Does the tool facilitate the automation of escalation procedures from Incident Management to Problem Management? For example, contact staff, department, and actions required?

Comments: Yes. It facilitates this during the creation of the Problem record from the Incident entry. This is done by identifying a Problem Management staff member or Problem Management group in the 'Manger Field' of the Problem Record.

**Problem Record with Manager Assigned During Incident Entry**

The screenshot shows the 'VIEW PROBLEM' interface. The 'Manager' field is highlighted with a blue oval and contains the text 'Vespe, Robert R.'. Other fields include Problem #: 60, Impact: 1 - Low-Minor, Priority: 1 - Low-Minor, Urgency: 1 - Low-Minor, Item Type: Phone Systems, Status: Closed (Permanent Fix Available), City, Subcomponent: Select Subcomponent, State, Manufacturer: OTHER, Creation Date: 11/25/2013, Zip, Model #: NA, and Closed Date. The Problem Description is 'I am trying to set up my account on the Lync app and need some information.' The Problem Fix is 'Entered on: 10/11/2013 1:31:38 PM by:Yum, Thomas emailed Heather with the appropriate settings for the lync app'. Related Incidents: 211680.

The Problem records are searchable by this field and any other or combination of fields (such as the urgency, impact, or priority) to tailor a report.

**Problem Record Search Screen**

The screenshot shows the 'SEARCH PROBLEM' interface. Search criteria include Problem #, Impact: Select, Service Record #, Urgency: Select, Item Type: Select, Priority: Select, City, Subcomponent: None, Status: Select All, State, Manufacturer: None, Manager: Select All, Zip, Model #, Creation Date, and Closed Date. There are also text input fields for Problem Description, Root Cause, Problem Workaround, and Problem Fix.

**Problem Report**

Problem #	Item Type	Manufacturer	Model	Manager	City	State	Zip	Country	Priority	Impact
<input type="radio"/> 57	Phone Systems	MICROSOFT	Lync 2013	Yum, Thomas	.	.	.	United States	2 - Med/Low	2 - Me
<input type="radio"/> 58	Terminal	MICROSOFT	VMWare	Yum, Thomas	Falls Church	VA	22043	United States	4 - Med/High	4 - Me
<input type="radio"/> 59	Printer	HP	5200TN	Udasco, Roberto C.	WASHINGTON	DC	20036	United States	1 - Low	1 -
<input type="radio"/> 60	Phone Systems	OTHER	NA	Vespe, Robert R.	.	.	.	United States	1 - Low	1 -

**View of Selected Problem Record**

The screenshot shows the 'VIEW PROBLEM' interface for the selected problem record (Problem #: 60). The 'Manager' field is highlighted with a blue oval and contains the text 'Vespe, Robert R.'. Other fields include Problem #: 60, Impact: 1 - Low-Minor, Priority: 1 - Low-Minor, Urgency: 1 - Low-Minor, Item Type: Phone Systems, Status: Closed (Permanent Fix Available), City, Subcomponent: Select Subcomponent, State, Manufacturer: OTHER, Creation Date: 11/25/2013, Zip, Model #: NA, and Closed Date. The Problem Description is 'I am trying to set up my account on the Lync app and need some information.' The Problem Fix is 'Entered on: 10/11/2013 1:31:38 PM by:Yum, Thomas emailed Heather with the appropriate settings for the lync app'. Related Incidents: 211680.

3. Does the tool enable the Problem Management team to communicate status and progress reports, as well as temporary solutions and workarounds to the Service Desk staff?

Comments: Yes. The Problem Management team has the capability to enter status, progress information, and, temporary and workaround solutions into the Problem record.

**VIEW PROBLEM**

**Workflow Status [ Not Initiated ]**

Problem #: 60	Impact: 1 - Low-Minor	Priority: 1 - Low-Minor
Urgency: 1 - Low-Minor	Item Type: Phone Systems	Status: Closed (Permanent Fix Available)
City:	Subcomponent: Select Subcomponent	Manager: Vespe, Robert R.
State:	Manufacturer: OTHER	Creation Date: 11 25 2013
Zip:	Model #: NA	Closed Date:
Country: United States		

Problem Description:	Problem Fix:	Related Incidents:
I am trying to set up my account on the Lync app and need some information.	Entered on: 10/11/2013 1:31:38 PM by:Yum, Thomas  emailed Heather with the appropriate settings for the lync app	211680
Root Cause:	Problem Workaround:	
Track Changes:		

**Functional Criteria**

1. Is the tool able to automatically increase the severity or impact rating of a Problem according to the number of associated Incidents and/or the number of End Users affected?


Comments: Yes. The Problem record is associated to an Incident-Impact-Urgency Matrix. This configurable matrix is triggered by the number of incidents. As thresholds are reached, the Impact and Urgency may be adjusted. If desired, alert recipients may be added to the matrix.

The Impact and Urgency values modify the priority value and are configurable. If desired, alert recipients may be added to the matrix.

Problem Record Configurable Incident Count values

PROBLEM SEVERITY ESCALATION MATRIX		
Service Record Count	Impact	Urgency
5	1 - Low	1 - Low
10	2 - Med/Low	2 - Med/Low
20	3 - Medium	3 - Medium
30	4 - Med/High	4 - Med/High
40	5 - High	5 - High

Service Call Severity Matrix

ALERT SOURCE ITEMS				
Alert Source: <input type="text" value="ImpactUrgencyPriorityMatrix"/> 				
Select	ImpactCodeID	UrgencyCodeID	SeverityCodeID	
<input type="radio"/>	1	1	1	<a href="#">Assign Recipients</a>
<input type="radio"/>	1	2	2	<a href="#">Assign Recipients</a>
<input type="radio"/>	1	3	2	<a href="#">Assign Recipients</a>
<input type="radio"/>	1	4	3	<a href="#">Assign Recipients</a>
<input type="radio"/>	1	5	3	<a href="#">Assign Recipients</a>
<input type="radio"/>	2	1	2	<a href="#">Assign Recipients</a>
<input type="radio"/>	2	2	2	<a href="#">Assign Recipients</a>
<input type="radio"/>	2	3	3	<a href="#">Assign Recipients</a>
<input type="radio"/>	2	4	3	<a href="#">Assign Recipients</a>
<input type="radio"/>	2	5	4	<a href="#">Assign Recipients</a>
<input type="radio"/>	3	1	2	<a href="#">Assign Recipients</a>

2. Does the tool automatically alert the Problem Manger of Problems that are in danger of exceeding pre-defined thresholds?

Comments: Yes. The Potential Problem Management System (PPMS) has the capability to run ad-hoc scans against Problem records. The combination of the PPMS Scan Request and the ad-hoc system provides infinite methods in which to define thresholds and send notifications.

In this PPMS example, a request is created to be notified if any Problem records have a Priority of level 3 or higher. An ad-hoc scan is created to periodically review the problem records and send an e-mail to the Assigned User if records are found.

PPMS Scan Request to Analyze Problem Records that are 1-30 days old

**VIEW POTENTIAL PROBLEM SPECIFICATION SCAN REQUEST**

Scan Request Name: Problem Records GT Priority 3

Description: Provide a list of problem records that have a priority level of 3 or more.  
Problem Management ITIL Ques 2 pg 20

Scan request query: Problem Report

Priority Level: 1

Problem Status: Unknown Issue

Scan Status: Active (This scan request will only be executed if Active)

Scan Number of Days Prior to Current Date: 30

Scan on Date Column: Problem.CreationDate (Select the Date Column upon which to apply the Number of Days query)

Scan Frequency Type: Hours (Select Hours or Days)

Scan Frequency Value: 1

Number of Matches: 1

Problem Assigned To User: Vespe, Robert R.

Alert Notification Email Address: Robert.vespe@itgonline.com

Enable Email Notification: Yes

Select Query: Select Problem.ProblemID as [ProblemID], ProblemIncidents.SrvCallID as [SrvCallID], Problem.CreationDate as [CreationDate], Problem.Model as [Model], Problem.ProblemDescr as [ProblemDescr], Problem.RootCause as [RootCause], SrvCall.DateOpened as [DateIncidentOpened], SrvCall.Description as [Description] from SrvCall, SrvCall.ProblemIncidents, ProblemIncidents, Problem

Comments:

Email notification received from ITG CENTRE

ITG-CENTER Scan Request - Problem Records GT Priority 3 Thu 6/28/2007 3:09 PM

Email Message indication that it found matches to my PPMS Scan

From: ITG-CENTER [unknown] Sent: Thu 6/28/2007 3:09 PM  
 To: Robert Vespe  
 Cc:  
 Subject: Scan Request - Problem Records GT Priority 3  
 Attachments:

Scan process has found 5 potential problem record(s)

Review the PPMS Scan

SELECT POTENTIAL PROBLEM SPECIFICATION SCAN REQUEST										
Scan Request	Adhoc Report	Problem Status	Scan Status	Priority Level	Scan Frequency Type	Problem Assigned To	Creation Date	Total PPGroups		
3	Abnormal Fuser Usage	HP Fuser Replacement	Unknown Issue	InActive	1	Days	Vespe, Robert R.	9/19/2006	5	<a href="#">Del</a> <a href="#">PPG</a>
5	Dell laptop battery replacement	Dell Laptop Battery Replacement	Known Issue	InActive	3	Days	Vespe, Robert R.	9/25/2006	2	<a href="#">Del</a> <a href="#">PPG</a>
16	Problem Records GT Priority 3	Problem Report	Unknown Issue	InActive	1	Days	Vespe, Robert R.	6/27/2007	1	<a href="#">Del</a> <a href="#">PPG</a>
13	HP Printer Fuser Failures	HP Fuser Replacement	Unknown Issue	InActive	4	Days	Vespe, Robert R.	3/6/2007	1	<a href="#">Del</a> <a href="#">PPG</a>

All PPMS Reports for this PPMS Record

Potential Problem Groups							
Potential Problem Group ID	Date Created	Potential Problem Specification ID	Potential Problem Specification Name	Review Date	Review By User	Potential Problem Records	
193	6/28/2007 3:09:07 PM	18	Problem Records GT Priority 3			5	Del PPI

Identified Problem Records to Review with their Associated Incident Numbers

PPRecordID	PPGroupID	DateTimeCreated	ProblemID	SvcCallID	CreationDate	Model	ProblemDescr
4141	193	6/28/2007 3:09:07 PM	3	106545	6/19/2007	M5200	PRINTER: Customer states the printer does not w
4142	193	6/28/2007 3:09:08 PM	3	105988	6/19/2007	M5200	PRINTER: Customer states the printer does not w
4143	193	6/28/2007 3:09:08 PM	3	106030	6/19/2007	M5200	PRINTER: Customer states the printer does not w
4144	193	6/28/2007 3:09:08 PM	3	106514	6/19/2007	M5200	PRINTER: Customer states the printer does not w
4145	193	6/28/2007 3:09:08 PM	3	106835	6/19/2007	M5200	PRINTER: Customer states the printer does not w

3. Does the tool facilitate secure and controlled access to Service Level Management information?

Comments: Yes. Access to CENTRE is provisioned by user ID and passwords at all screen field viewing/modifying and reporting levels.

*From:*  
*'ITG CENTRE Introduction'*  
*Document Control # 180-v2*

*System Administrator attributes. The System Administrator attributes allow control to be exercised over the Users of "ITG CENTRE" by assigning permissions, passwords, and controlling the Users' ability to see and manipulate data within the system.*

<b>Organization Name</b>	Integration Technologies Group, Inc.
<b>Brand name of Product</b>	CENTRE (Common ENTerprise, RESource, system)
<b>Version of Product to be Assessed</b>	<b>Release 4.6.3 07/23/2007</b>
<b>Client Contact Name and Title</b>	Robert R. Vespe Consultant
<b>Address</b>	2745 Hartland Road, 2nd Floor Falls Church, VA 22043
<b>Phone #</b>	305 909-3591
<b>Email</b>	Robert.Vespe@ITGOnline.com