

Problem Management

New Problem (Create Problem). The Incident will be linked

NEW PROBLEM

The mandatory editing fields are indicated with an asterisk *

Problem #: New Problem Impact: Select Priority: Select

Urgency: Select *Item Type: Server *Status: Select

City: Falls Church Subcomponent: Hard Drive Arrays and Parts *Manager: Vespe, Robert R.

State: VA *Manufacturer: OTHER Creation Date: 12 19 2013

Zip: 22043 *Model #: Close Date:

Country: United States

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

Attendant is not available.
Message: Cannot sign in because the server is temporarily unavailable. If the problem persists, contact your support team.

Entered on: 1/7/2013 9:32:14 AM by: Yum, Thomas
Found the RAID controller offline preventing the server from detecting the operating system. Imported the drivers for the RAID Array and restarted the system.

Search for existing Problem Records (Relate Problems)

SEARCH RELATED PROBLEM

Problem #: Impact: Select Priority: Select

Urgency: Select Item Type: Server Status: Select All

City: Falls Church Subcomponent: Hard Drive Arrays and Parts Manager: Select All

State: VA Manufacturer: OTHER Creation Date: Closed Date:

Zip: 22043 Model #: Closed Date:

Country: United States

Problem Description: Root Cause:

Problem Record List from Search Criteria – Check Problems that apply.
The user may view records by clicking on the Problem Hyperlink

SELECT RELATED INCIDENT [201661] PROBLEMS

| Problem # | Item Type | Manufacturer | Model | Manager | City | State | Zip |
|-------------------|-----------|--------------|------------|----------------------|------------|-------|------------|
| 1 | None | OTHER | xyz | Hadjkyriakou, George | | | |
| 2 | PC | HP | test | Fellers, Bridget S. | | | |
| 3 | Printer | DELL | M5200 | Vespe, Robert R. | Columbus | OH | 43215-2463 |
| 4 | Printer | HP | 4600 | Vespe, Robert R. | Washington | DC | 20410 |
| 5 | Printer | LEXMARK | Optra T630 | Laramee, Deborah (n) | Missoula | MT | 59801 |

View Problem Record by clicking on the hyperlink

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 Available)

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. #BF-TC 06/18/07 11:30 106545

 #BF-SR 06/18/07 11:30 105988

 106030

Problem Management

2. Does the tool support the ability to distinguish between an Incident and Problem Records?

Comments: **Yes.** The Problem and Incident Record are independent records. The Problem record maintains the ability to distinguish between Problem, and Known Error. The 'Related Incidents' field identifies all associated Incident records if applicable.

VIEW PROBLEM

Workflow Status [Not Initiated]

Problem #: 53 Impact: 5 - High-Urgent Priority: Select

Urgency: Select Item Type: Server Status: Closed (Permanent Fix Available)

City: Falls Church Subcomponent: Hard Drive Arrays and Parts Manager: Yum, Thomas

State: VA Manufacturer: DELL Creation Date: 01 07 2013

Zip: 22043 Model #: Dell 1950 w/PERC 5/i RAID Closed Date: 01 24 2013

Country: United States

Problem Description: Attendant is not available. Message: Cannot sign in because the server is temporarily unavailable. If the problem persists, contact your support team.

Problem Fix: The suggested fix is to transfer the existing hard drives to a different Dell 1950 server. Once the transfer has been completed, the firmware on the server will be updated and the server will be monitored for future occurrences.

Related Incidents: 201661, 201699

Root Cause: The RAID controller loses its configuration settings and is unable to access/read the hard drives. As a result the custom patches and the server is unable to find the operating system.

Problem Workaround: Upon further testing of the server, it was determined that the RAID memory was bad. Replacement memory modules were ordered and installed.

The root cause could be one of two components, the RAID Entered on: 1/7/2013 9:32:14 AM by:Yum, Thomas

3. 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 a Problem or known error.

Incident

VIEW SERVICE RECORD

Workflow Status [Not Initiated]

Service Record #: 201661 Contract #: 5999-000 Service Record Category: Incident Catalog Service: General Support (Service Call Management)

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

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

POC: Starla Johnson POC Phone: 703-698-8282 POC Extension: 228 Lookup Engineer: Select

Alternate POC: Starla.johnson@itgonline.com Alternate POC Phone: Alternate POC Extension: Engineer: Select

Caller: Caller Phone: Caller Extension: Opened By: John

Agency: ITG Address 1: 2745 Hartland Rd Address 2: Lookup TAM: Select

City: Falls Church State: VA Zip: 22043 TAM: Yum

Country: United States Manufacturer: OTHER Model: Description: LYNC Lookup SME: Select

Serial #: ITG201661 New Serial #: S/N verified SME: BDM: Harri

Asset Tag #: 600390 Item Type: Server Subcomponent: Hard Drive Arrays and Parts Sub Rating: 0

Customer contacted after Service Record closed Site User contacted Billable: AB: Tasks: 0

Problem/known Error: 1 Change Requests: 1 SLA Code: SLA Exceptions: Excep Parts Not Shipped: 0

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

Problem Record

VIEW PROBLEM

Workflow Status [Not Initiated]

Problem #: 53 Impact: 5 - High-Urgent Priority: Select

Urgency: Select Item Type: Server Status: Closed (Permanent Fix Available)

City: Falls Church Subcomponent: Hard Drive Arrays and Parts Manager: Yum, Thomas

State: VA Manufacturer: DELL Creation Date: 01 07 2013

Zip: 22043 Model #: Dell 1950 w/PERC 5/i RAID Closed Date: 01 24 2013

Country: United States

Problem Description: Attendant is not available. Message: Cannot sign in because the server is temporarily unavailable. If the problem persists, contact your support team.

Problem Fix: The suggested fix is to transfer the existing hard drives to a different Dell 1950 server. Once the transfer has been completed, the firmware on the server will be updated and the server will be monitored for future occurrences.

Related Incidents: 201661, 201699

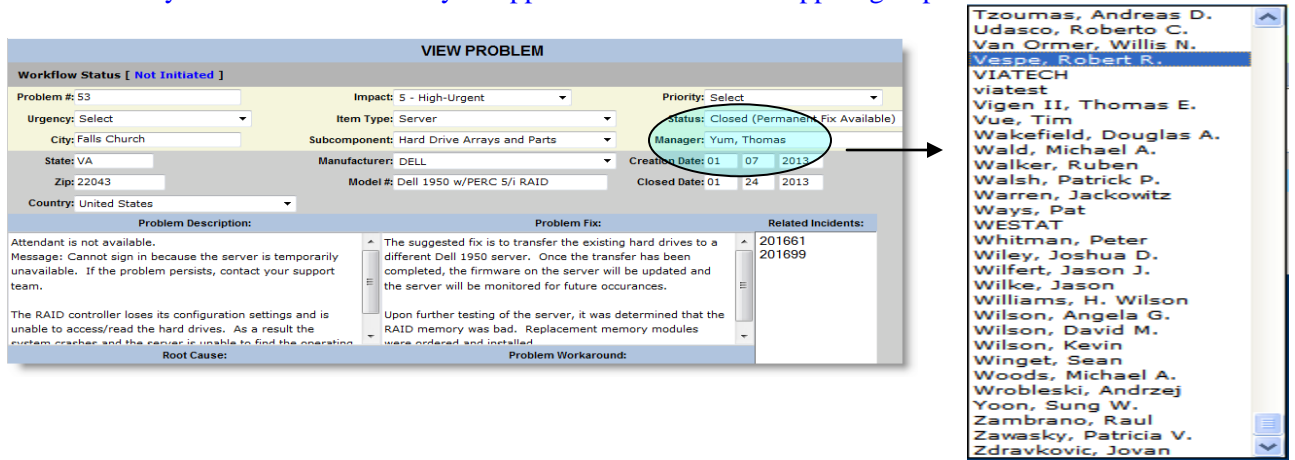
Root Cause: The RAID controller loses its configuration settings and is unable to access/read the hard drives. As a result the custom patches and the server is unable to find the operating system.

Problem Workaround: Upon further testing of the server, it was determined that the RAID memory was bad. Replacement memory modules were ordered and installed.

Problem Management

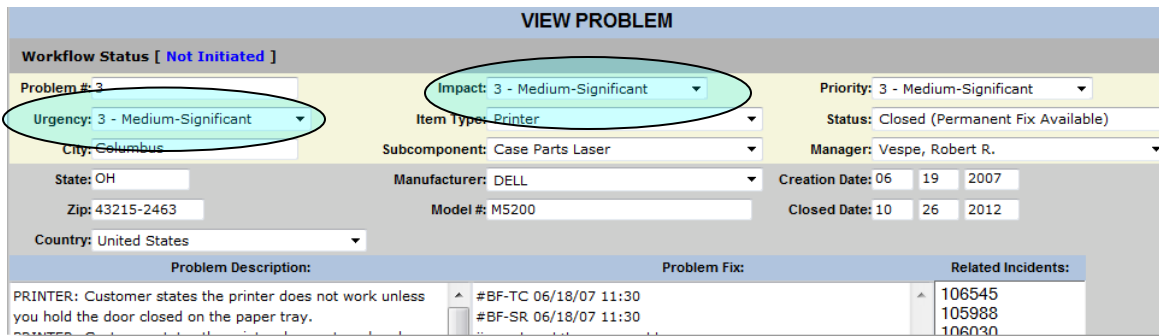
4. Does the tool support the ability to route and assign Problem records to pre-defined support staff or groups?

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.



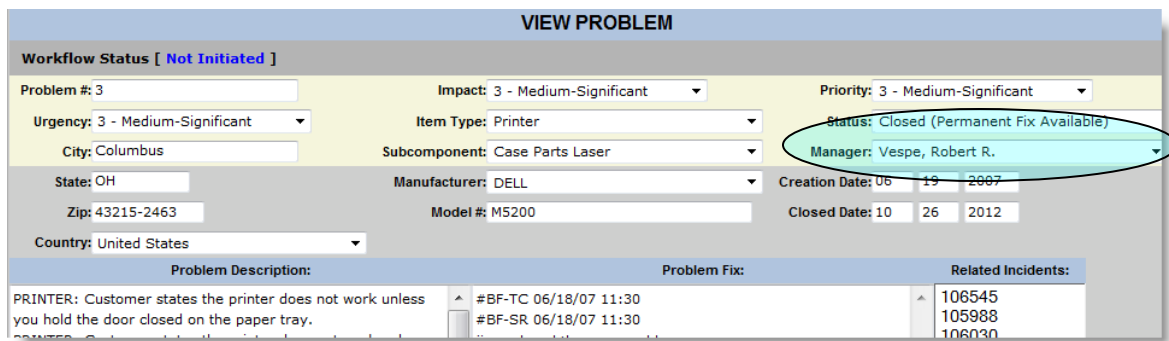
5. Does the tool enable impact and urgency codes to be assigned to Problem records?

Comments: **Yes.** Impact and Urgency are assignable.



6. Does the tool facilitate progress tracking and monitoring of Problems? For example, tracking ownership and responsibility for establishing root cause.

Comment: **Yes.** The Manager of the record (assigned during the creation of the record) is assigned ownership and responsibility for establishing the Root Cause.



Problem Management

7. 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. Using the 'Notification Events' module, notices to users, stakeholders, or any other individual email addresses may be generated via a query designed to compare threshold values.

SYSTEM CONFIGURATION

Alerts: Configure system provided alert notifications

User Groups: Manage user groups

Other Emails: Manage external email addresses

Users: Manage users

User Hierarchy: Configure organization hierarchy for time sheet approval

Workflows: Configure module workflows

Notification Events: Configure automatic email notifications

| Event Name | Data Element | Data Element Type | Data Element Value | Include Primary ID (1=Yes) | Include Data Element Name (1=Yes) | Trigger Conditions |
|---|----------------|-------------------|--------------------|----------------------------|-----------------------------------|---------------------------|
| Alert on New Incident of Type Security | IncidentTypeID | Listbox | 4 | 1 | 1 | Configure |
| Alert on Serial Number RRW631176 | SerialNumber | Textbox | RRW631176 | 1 | 1 | Configure |
| New 8175-001 Service Record | ContractID | Textbox | 703 | 1 | 1 | Configure |
| New 8179-003 Service Record | ContractID | Textbox | 766 | 1 | 1 | Configure |
| New Remote Service Call Email Alert - 8103- (120/130) | StatusCodeID | Textbox | 29 | 1 | 1 | Configure |
| New Remote Service Call Email Alert - All Contracts | StatusCodeID | Textbox | 29 | 1 | 1 | Configure |
| Notify Service Record POC on Closure | StatusCodeID | Listbox | 2 | 1 | 1 | Configure |

A search via the 'Search Problem' screen based upon the status, Urgency, Impact, Priority, and or any other field criteria may be performed.

SEARCH PROBLEM

Problem #:

Urgency: **Select** Impact: **Select** Service Record #:

City: Item Type: **Select** Priority: **Select**

State: Subcomponent: Status: **Select All**

Zip: Manufacturer: Manager: **Select All**

Country: **Select** Model #: Creation Date:

Problem Description:

Root Cause:

Problem Workaround:

Problem Fix:

Closed Date:

Select

- 1 - Low-Minor
- 2 - Med/Low-Somewhat Significant
- 3 - Medium-Significant
- 4 - Med/High-Major
- 5 - High-Urgent

Select All

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

Problem Management

Using a saved ad-hoc report, pull a Problem report depicting the number of incidents associated to the problem record.

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.

Problem Record 3

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 Available)

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. #BF-TC 06/18/07 11:30

PRINTER: Customer states the printer does not work unless #BF-SR 06/18/07 11:30

PRINTER: Customer states the printer does not work unless jin replaced the cover cable

106545

105988

106030

Additionally, 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 notification is sent if any Problem records have a Priority of level 3 or higher. The ad-hoc scan is designed to periodically review the problem records and send an e-mail notification if records are found which meet the criteria.

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

EDIT POTENTIAL PROBLEM SPECIFICATION SCAN REQUEST

The mandatory editing fields are indicated with an asterisk *

*Scan Request Name: Problem Records GT 3 Priority

Description: Problem Records GT 3 Priority

Scan Request Query: Test Scan Request 1

*Priority Level: 4

*Problem Status: Known Issue

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

*Scan Number of Days Prior to Current Date: 1

*Scan on Date Column: SrvcCall.DateOpened (Select the Date Column upon which to apply the Number of Days query)

*Scan Frequency Type: Days (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: No

Select Query: Select SrvcCall.SrvcCallID as [ServiceCallNumber].SrvcCall.DateClosed as

Problem Management

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 the PPMS Scan

Reply Reply to all Forward Help

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 Report

| 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 | Del PPG |
| 6 Dell laptop battery replacement | Dell Laptop Battery Replacement | Known Issue | InActive | 3 | Days | Vespe, Robert R. | 9/25/2006 | 2 | Del PPG |
| 16 Problem Records GT Priority 3 | Problem Report | Unknown Issue | InActive | 1 | Days | Vespe, Robert R. | 6/27/2007 | 1 | Del PPG |
| 15 HP Printer Fuser Failures | HP Fuser Replacement | Unknown Issue | InActive | 4 | Days | Vespe, Robert R. | 3/6/2007 | 1 | Del PPG |

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 | 16 | Problem Records GT Priority 3 | | | 15 Del PPG |

Identified Problem Records to Review with their Associated Incident Numbers

| PPRecordID | PPGroupID | DateTimeCreated | ProblemID | SrvCallID | 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 |

Problem Management

8. 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.

Search by Manufacturer and Model

List of Matching Problem Records to the Search Criteria

| SELECT PROBLEM | | | | | | |
|--------------------------|-----------|--------------|---------------------------|-------------|------|-------|
| Problem # | Item Type | Manufacturer | Model | Manager | City | State |
| <input type="radio"/> 53 | Server | DELL | Dell 1950 w/PERC 5/i RAID | Yum, Thomas | - | - |

Problem Record with Related Incidents

Ad-hoc Reporting System

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 Doo | 6/13/2007 | Printer |

Problem Management

9. Does the tool facilitate the generation of customizable management reports?

Comments: **Yes.** CENTRE facilitates the generation of customizable management reports through the use of the Ad-hoc Reporting system as shown in Question 8 above.

Additionally, CENTRE maintains a Potential Problem Management System (PPMS) to identify trends and notify individuals or groups as stated thresholds' breach. 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 Problem and 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.

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

PPMS Scan Request

VIEW POTENTIAL PROBLEM SPECIFICATION SCAN REQUEST

Scan Request Name: HP Printer Fuser Failures

Description: This scan is to identify high fuser failures.

Scan Request Query: HP Fuser Replacement

Priority Level: 4

Problem Status: Unknown Issue

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

Scan Number of Days Prior to Current Date: 90

Scan on Date Column: SvcCall.DateOpened

Scan Frequency Type: Days
(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 SvcCall.SvcCallID as [ServiceRecordID], SvcCall.DateClosed as [DateClosed], SvcCall.MfrName as [ManufacturerName], SvcCall.Model as [Model], SvcCall.EquipmentTypeID as [ItemTypeID] from SvcCall SvcCall where

10. 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.

VIEW PROBLEM

Workflow Status [Not Initiated]

Problem #: 53

Impact: 5 - High-Urgent

Priority: 5 - High-Urgent

Urgency: 5 - High-Urgent

Item Type: Server

Status: Closed (Permanent Fix Available)

City:

Subcomponent: Hard Drive Arrays and Parts

Manager: Yum, Thomas

State:

Manufacturer: DELL

Creation Date: 01/07/2013

Zip:

Model #: Dell 1950 w/PERC 5/i RAID

Closed Date: 01/24/2013

Country: United States

| Problem Description: | Problem Fix: | Related Incidents: |
|---|--|--------------------|
| Attendant is not available. Message: Cannot sign in because the server is temporarily unavailable. If the problem persists, contact your support team. | The suggested fix is to transfer the existing hard drives to a different Dell 1950 server. Once the transfer has been completed, the firmware on the server will be updated and the server will be monitored for future occurrences. | 201661 201699 |
| The RAID controller loses its configuration settings and is unable to access/read the hard drives. As a result the custom crasbac and the carrier is unable to find the operating system. | Upon further testing of the server, it was determined that the RAID memory was bad. Replacement memory modules were ordered and installed. | |
| The root cause could be one of two components, the RAID controller or one of the hard drives in the array. | Problem Workaround: Entered on: 1/7/2013 9:32:14 AM by: Yum, Thomas The immediate temporary fix is to reload the RAID configuration and restart the server. | |

Track Changes:

Problem Management

INTEGRATION CRITERIA

Terminology

1. Does the tool's use of terms and definitions align with ITIL terms and definitions?

Comments: [Yes](#)

Change Management

1. Does the tool facilitate the association of Problem records to Change records?

Comments: [Yes](#). [The relationships between the Problem Record and RFC's are maintained on the Problem and Change Records accordingly.](#)

Problem Record

New | [Change Request](#) | [Notify](#) | [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 (Permanent Fix Available)

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

State: OH Manufacturer: DELL Creation Date: 05 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... #B5-TC-06/18/07-11:30 106545

Changes Associated to the Problem Record

CHANGE REQUESTS FOR PROBLEM [3]

| Change Request # | Change Request Name | Change Authority | Issued Date | Approved Date | Priority | Status | Delete |
|---------------------|---|--------------------------|----------------------|----------------------|----------|--------|--------|
| 57 | 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 | Closed | |
| 102 | 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 | Closed | |

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

New | [Affected Departments](#) | [Affected Contracts](#) | [Change Analysis](#) | [Process Areas](#) | [DAR](#) | [Post Implementation Review](#) | [Assessments](#) | [Configuration Items](#) | [New Requirement](#) | [Help](#)

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 Matches> field) titled <Related RFCs>. This field will be a dropdown box of all RFCs with a check-box selection attribute. The user may select all RFCs that are associated to this problem record.

Actions Summary:

2/24/2007 6:14:45 PM - George Hadjikyriakou

Requirement completed.

1/31/2007 3:33:34 PM - George Hadjikyriakou

CONFIGURATION ITEM SOURCE RECORDS

| Configuration Item Source Type | Configuration Item Source | Key Column Value |
|--------------------------------|---------------------------|------------------------|
| Change Request | Contract Assets | 174629 |
| Change Request | Problem | 3 |
| Change Request | Requirement | 780 |
| Change Request | Requirement | 781 |
| Change Request | Scan Request | 13 |
| Change Request | Scan Request | 14 |

Problem Management

Configuration Management

1. Does the tool integrate with CMDB to support the association of Problem records to CI records?

Comments: Yes. CI records may be integrated to the associated Problem record via the Change Record.

Problem Record

New | **Change Request** | Notify | 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 (Permanent Fix Available)

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

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

Zip: 43215-2463 Model #: MS200 Closed Date: 10 26 2012

Country: United States

Problem Description: Problem Fix: Related Incidents:

PRINTER: Customer states the printer does not work unless... #B5-TC 06/18/07 11:30... 106545

Changes Associated to the Problem Record

CHANGE REQUESTS FOR PROBLEM [3]

| Change Request # | Change Request Name | Change Authority | Issued Date | Approved Date | Priority | Status | Delete |
|---------------------|---|--------------------------|----------------------|----------------------|----------|--------|--------|
| 57 | 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 | Closed | |
| 102 | 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 | Closed | |

Change Record w/links to associated CI(s)

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

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 Matches> field) titled <Related RFCs>. This field will be a dropdown box of all RFCs with a check-box selection attribute. The user may select all RFCs that are associated to this problem record.

Actions Summary:
2/24/2007 6:14:45 PM - George Hadjikyriakou
Requirement completed.
1/31/2007 9:33:34 PM - George Hadjikyriakou

CONFIGURATION ITEM SOURCE RECORDS

| Configuration Item Source Type | Configuration Item Source | Key Column Value |
|--------------------------------|---------------------------|------------------------|
| Change Request | Contract Assets | 174629 |
| Change Request | Problem | 3 |
| Change Request | Requirement | 780 |
| Change Request | Requirement | 781 |
| Change Request | Scan Request | 13 |
| Change Request | Scan Request | 14 |

Problem Management

CI Record

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

VIEW CONFIGURATION ITEM [174629]

Contract #: 8068-000 POC Phone: 515- POC Extension: Alternate POC Phone: 314 Extension: Alternate POC: Brian Price: Price Type: Warranty Start: Warranty End: Agency: HUD Site/Location: 210 Walnut Street, rm 239 Address 2: Model: PowerEdge 2850

CI Relationships

CONFIGURATION ITEM RELATIONSHIPS

CI Number: 8G454B1 City: Des Moines Urgency: 1 - Low
 Manufacturer: DELL State: IA Impact: 1 - Low
 Configuration Item Type: Server Zip: 50309
 Model: PowerEdge 2850 Country: United States
 Description: Server

| Relationship Type | CI Number | Manufacturer | Configuration Item Type | Model | City | State | Zip Code | Country | Urgency | Impact | Add/Rem |
|-------------------|-----------|--------------|-------------------------|---------|--------------|-------|----------|---------------|---------|---------|---------|
| MASTER TO | | OTHER | PC | Unknown | BUFFALO | NY | | United States | 1 - Low | 1 - Low | |
| MASTER TO | | OTHER | PC | Unknown | ANCHORAGE | AK | | United States | 1 - Low | 1 - Low | |
| MASTER TO | | OTHER | PC | Unknown | INDIANAPOLIS | IN | | United States | 1 - Low | 1 - Low | |

Incident Management

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

Comments: Yes. Incident Records are linked to their associated Problem record.

Incident

VIEW SERVICE RECORD

Workflow Status: [Not Initiated]

Service Record #: 201661 Contract #: 5999-000 Service Record Category: Incident Catalog Service: General Support (Service Call Management)
 Status: Closed Priority: 1 - Low QA Complete: NO Classification: None
 Reference Incident #: Reference Request #: Reference Event #: Customer:

POC: Starla Johnson POC Phone: 703-698-8282 POC Extension: 228
 POC @: starla.johnson@itgonline.com
 Alternate POC: Alternate POC Phone: Alternate POC Extension: Lookup Engineer: Sel
 Caller: Caller Phone: Caller Extension: Lookup TAM: Sel
 Agency: ITG Agency Phone: Agency Extension: Lookup SME: Sel
 Address 1: 2745 Hartland Rd Sub: Sub Rating: 0
 Address 2: City: Falls Church State: VA Zip: 22043 Billable: AR
 Country: United States Manufacturer: OTHER Model: LYNX Description: LYNX SLA Code: SLA Exceptions: Excep
 Serial #: ITG201661 Description: LYNX S/N verified: Parts Not Shipped: 0
 New Serial #: 600390 Item Type: Server
 Subcomponent: Hard Drive Arrays and Parts
 Customer contacted after Service Requested
 Site User contacted
 The Service Record was opened as: Local
 Problem/Known Error: 1
 Change Requests: 1

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

Problem Record

VIEW PROBLEM

Workflow Status: [Not Initiated]

Problem #: 53 Impact: 5 - High-Urgent Priority: Select
 Urgency: Select Item Type: Server Status: Closed (Permanent Fix Available)
 City: Falls Church Subcomponent: Hard Drive Arrays and Parts Manager: Yum, Thomas
 State: VA Manufacturer: DELL Creation Date: 01 07 2013
 Zip: 22043 Model #: Dell 1950 w/PERC 5/i RAID Closed Date: 01 24 2013
 Country: United States

Problem Description: Attendant is not available. Message: Cannot sign in because the server is temporarily unavailable. If the problem persists, contact your support team.
 The RAID controller loses its configuration settings and is unable to access/read the hard drives. As a result the system crashes and the server is unable to find the operating system.
 Root Cause: Problem Fix: The suggested fix is to transfer the existing hard drives to a different Dell 1950 server. Once the transfer has been completed, the firmware on the server will be updated and the server will be monitored for future occurrences.
 Upon further testing of the server, it was determined that the RAID memory was bad. Replacement memory modules were ordered and installed.
 Problem Workaround:

Related Incidents: 201661, 201699

Problem Management

2. Does the tool facilitate the automated creation of Problem records from Incidents records?
Comments: Yes. Problem Records may be created or Related from the 'View Incident' screen.

Incident Problem Creation

The screenshot shows the 'View Incident' screen with the 'Incident Problems' tab highlighted. The interface includes fields for Service Record # (125091), Contract # (8068-000), Incident type (Incident), and Service Record Category (General Maintenance & Support). It also lists contact information for the POC (Richard W. Leseman) and other staff members.

Create a New Problem Record or link this Incident to an Existing Problem Record

The screenshot shows the 'INCIDENT [125091] RELATED PROBLEMS' screen. The 'Create Problem' button is highlighted with a red oval. Below the button is a table with columns for Problem#, Problem Description, and Manager.

New Problem (Create Problem). The Incident will be linked

The screenshot shows the 'NEW PROBLEM' form. It includes fields for Problem #, Impact, Priority, Urgency, Item Type (PC), Status (Problem), City (Washington), Subcomponent, Manager (Vespe, Robert R.), State (DC), Manufacturer (DELL), Creation Date (05/14/2008), Zip (20410), Model # (GX520), and Close Date. The 'Problem Description' field contains text about a customer needing a hard drive replacement. The 'Problem Fix' field contains text about the ticket being cancelled.

Search for existing Problem Records (Relate Problems)

The screenshot shows the 'SEARCH RELATED PROBLEM' form. It includes fields for Problem #, Impact, Priority, Urgency, Item Type, Status (Select All), City, Subcomponent (None), Manager (Select All), State, Manufacturer (None), Creation Date, Zip, Model #, Closed Date, Problem Description, Root Cause, Problem Workaround, and Problem Fix. A 'CLEAR' button is located at the bottom right.

Problem Management

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, workaround solutions into the Problem record for Service Desk review.

VIEW PROBLEM

| | | |
|-----------------|--------------------------------|---------------------------|
| Problem #: 3 | Impact: 3 | Priority: 3 |
| Urgency: 3 | Item Type: Printer | Status: Problem |
| 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: |

Problem Description:
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.

Problem Fix:
#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.

Related Incidents:
106545
105988
106030
106514
106835

Root Cause:
Premature Door Switch Failure

Problem Workaround:

Problem Management

OPTIONAL CRITERIA

1. Is the tool able to automate the increase in the severity or impact classification 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

| ALERT SOURCE ITEMS | | | | |
|---|---------------|--------|---------|-----------------------------------|
| Alert source: IncidentImpactUrgencyMatrix GO | | | | |
| Select | IncidentCount | Impact | Urgency | |
| <input type="radio"/> | 5 | 1 | 1 | Assign Recipients |
| <input type="radio"/> | 10 | 2 | 2 | Assign Recipients |
| <input type="radio"/> | 20 | 3 | 3 | Assign Recipients |
| <input type="radio"/> | 30 | 4 | 4 | Assign Recipients |
| <input type="radio"/> | 40 | 5 | 5 | Assign Recipients |

Problem Record Priority Matrix

| ALERT SOURCE ITEMS | | | | |
|---|--------|---------|----------|-----------------------------------|
| Alert source: ImpactUrgencyPriorityMatrix GO | | | | |
| Select | Impact | Urgency | Priority | |
| <input type="radio"/> | 1 | 1 | 1 | Assign Recipients |
| <input type="radio"/> | 1 | 2 | 2 | Assign Recipients |
| <input type="radio"/> | 1 | 3 | 2 | Assign Recipients |
| <input type="radio"/> | 1 | 4 | 3 | Assign Recipients |
| <input type="radio"/> | 1 | 5 | 3 | Assign Recipients |
| <input type="radio"/> | 2 | 1 | 2 | Assign Recipients |
| <input type="radio"/> | 2 | 2 | 2 | Assign Recipients |
| <input type="radio"/> | 2 | 3 | 3 | Assign Recipients |
| <input type="radio"/> | 2 | 4 | 3 | Assign Recipients |
| <input type="radio"/> | 2 | 5 | 4 | Assign Recipients |
| <input type="radio"/> | 3 | 1 | 2 | Assign Recipients |

| | |
|--|--|
| Organization Name | Integration Technologies Group, Inc. |
| Brand name of Product | CENTRE (Common ENTerprise, REsource, system) |
| Version of Product to be Assessed | Release 4.6.8 |
| Client Contact Name and Title | Robert R. Vespe Consultant |
| Address | 2745 Hartland Road, 2nd Floor Falls Church, VA 22043 |
| Phone # | 305 909-3591 |
| Email | Robert.Vespe@ITGOnline.com |

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