DPC/S4.43

ACROSS GOVERNMENT STANDARD

Problem Management Process

Purpose

The purpose of this document is to describe the Problem Management Process to be used by all SA Government Agencies and Suppliers when undertaking problem management within the StateNet Services environment.

Scope

This standard applies to all South Australian Government Public Sector agencies, Suppliers and Office of the Chief Information Officer (OCIO) staff that undertake problem management within the StateNet Services environment (as defined in ICT Policy Statement 1 – Compliant Authorities).

Standard Detail

The across government problem management process will oversee the management of problem records between the State and its suppliers which impact, or potentially impact, more than one agency for the services as listed in the Services Catalogue.

ITIL defines a problem as a cause of one or more incidents. The cause is not usually known at the time a Problem Record is created, and the Problem Management Process is responsible for further investigation.

Problem Management is the process responsible for managing the lifecycle of all problems. Problem Management proactively prevents incidents from happening and minimizes the impact of incidents that cannot be prevented.

Problem Management Concepts

A known error is defined as a problem with a documented root cause and workaround.

Benefits

This process enables:

- Higher availability of IT services by reducing the number and duration of incidents
- Higher productivity of IT staff by reducing unplanned labour caused by incidents and creating the ability to resolve incidents more quickly via the mechanisms of known errors and workarounds.

Problems are usually identified and requested by the OCIO Service Managers. Generally, they are raised from incidents and are concerned with identifying and approving root cause, workarounds and solutions.

The Across Government Service Desk will raise the problem in the Service Management tool, own the problem and assign tasks to suppliers and Service Managers to complete the required work.

The problem record is owned by the Across Government Service Desk. Problem Management assigns tasks to defined groups and individuals to complete pieces of work.

Process

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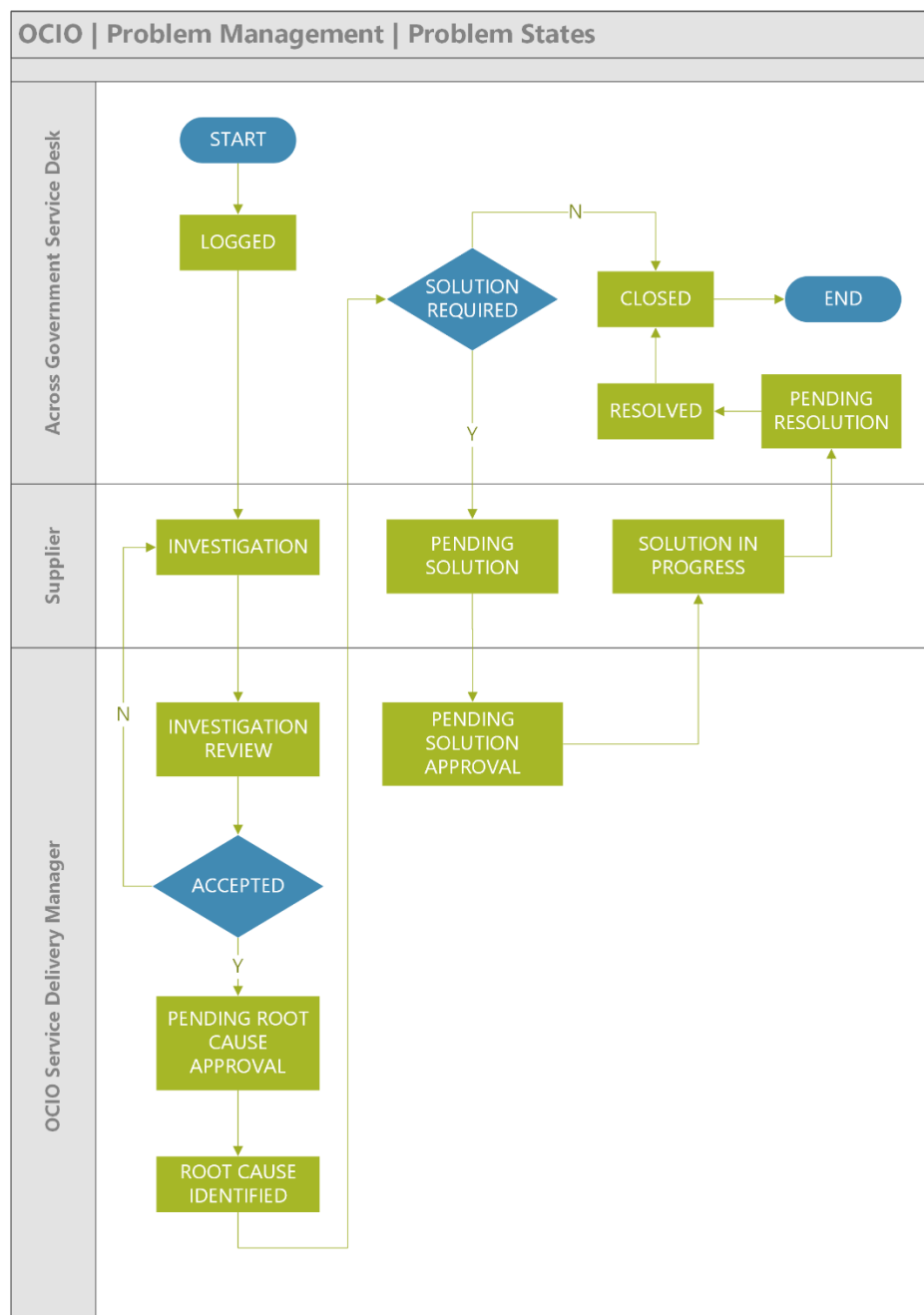
Roles and responsibilities

	Process State	Description	ORM	Supplier	Across Government Service Desk	OCIO Service Delivery
1	Logged	The problem is being raised by the Service Desk. A task is assigned to the Supplier requesting root cause and work around. These are fields within the Service Management tool. The Supplier will accept the task and own the responsibility for completing these fields. Attachments may also be added if required. Once the problem is documented the status is moved to 'Investigation'.			X	X
2	Investigation	The Supplier accepts the task and completes the root cause and work around fields. The root cause must be completed. The work around may or may not apply. Once this is provided the supplier completes the task and moves the problem to the next status to request review and subsequent approval of the information.		X		
3	Investigation Review	The Service Desk performs a quality review on the information. If complete and acceptable they then raise a task to the service owner for approval and move the problem into the next status.			X	X

	Process State	Description	ORM	Supplier	Across Government Service Desk	OCIO Service Delivery
4	Pending Root Cause Approval	The service owner accepts the task and reviews root cause and workaround. The service owner liaises with suppliers and documents notes in Activity History. Once approved, the service owner completes the task and moves the problem to the next status. The service owner will also indicate via notes if a solution is required. Not all problems will require solutions.			X	X
5	Identified	Once a problem is in 'Identified' status it becomes a Known Error. If a solution is required, the Service Desk will raise a task to the supplier and move the problem into the status of 'Pending Solution'.			X	X
6	Pending Solution	The supplier will accept the task and identify the solution. This is done in consultation with the service owner. Once an appropriate solution is agreed, the supplier will document this, complete the task and move the problem to the next status.		X		
7	Pending Solution Approval	A task is added for the service owner to approve the solution. The service owner accepts the task and reviews the solution. Once satisfied with the documented solution the service owner completes the task and moves the problem into the next status.			X	X
8	Solution in Progress	The Service Desk raise a task for the supplier to carry out the solution. This may or may not involve Change Management. Once the solution is complete the supplier completes the task and moves the problem to the next status	X	X		

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	Process State	Description	ORM	Supplier	Across Government Service Desk	OCIO Service Delivery
9	Pending Resolution	The Service Desk raise a task for the service owner to review if the problem was resolved by the completed solution. If it was not the service owner moves the problem back to 'Pending Solution' status. The Service Desk raise a task for a new solution and the process goes back thorough the steps until it is determined that the solution has resolved the problem. Once the service owner is satisfied that the solution has resolved the problem, they move the problem on to the next status.			X	X
10	Resolved	The problem is resolved and any stakeholders notified.			X	X
11	Closed	The problem is closed. Closed problems can't be reopened.			X	X

Document Control

ID	B1169651
Version	V1.1
Classification/DLM	Official
Compliance	Mandatory
Original authorisation date	5 May 2015
Last approval date	18 November 2021
Next Review date	November 2023

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