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TAXATION AND CUSTOMS UNION DG ITSM		
SUBJECT:		
FQP - Annex 13: Problem Management		
FRAMEWORK CONTRACT # TAXUD/2007/CC/088		

ITSM	REF.: ITS-IFQP-SC04
FQP - Annex 13: Problem Management	VER.: 1.04
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Document History

Edi.	Rev.	Date	Description	Action (*)	Pages
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0	02	05/10/2007	Further implementation	I/R	As req.
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1	01-2	06/10/2009	First evolutive version	I/R	As req.
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1	01-4	12/11/2009	Further updates	I/R	As req.
1	01-5	23/11/2009	Further updates	I/R	As req.
1	01-6	02/12/2009	Further updates	I/R	As req.
1	01-7	08/12/2009	Further updates	I/R	As req.
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(*) Action: I = Insert R = Replace

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1. Introduction

This document is an annex to the Framework Quality Plan, deliverable DLV 0.1.1 requested in Specific Contract 04 [A2] under Framework Contract (IT Service Management for DG Taxation and Customs Union) [A1], Work Package WP.0.1.

This document presents the Level 1, 2 and 3 of the ITSM process FQP - Annex 13: Problem Management.

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2 - Reference and Applicable Documents	ISSUE DATE: 22/03/2010

2. Reference and Applicable Documents

This chapter presents two lists of relevant programme related documents. They are divided into reference and applicable documents.

2.1 Reference Documents

Id	Reference	Title	Date	Version
R1	ITS-IFQP-SC04- Framework Quality Plan	Framework Quality Plan	22/03/2010	1.04
R2	ITS-IFQP-SC04-Annex 9	ITSM Glossary	22/03/2010	1.13

Table 1 – Reference documents

2.2 Applicable Documents

An applicable document is a document which content is binding for a contractor no matter what is mentioned in this FQP.

Id	Reference	Title	Date	Version
A1	TAXUD/2007/CC/088	Framework Contract	04/05/2007	N/A
A2	TAXUD/2008/DE/114	Specific Contract 04	30/06/2008	N/A
A3	QAC-SC01- FQP_TEM	Framework Quality Plan Template	N/A	1.01

Table 2 – Applicable documents

ITSM	REF.: ITS-IFQP-SC04
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3 - Terminology	ISSUE DATE: 22/03/2010

3. Terminology

3.1 Abbreviations and Acronyms

A list of the abbreviations and acronyms used in the context of the ITSM Programme, and more specifically for this document is provided in Annex 9 ITSM Glossary [R2].

3.2 Interface with DG TAXUD

Where there is a non-specific reference to DG TAXUD, Directorate Generale Taxation and Customs Union DG or other similar descriptions, it means that the interface can be with any one of the following business threads of DG TAXUD:

- DG TAXUD A4/CPT;
- DG TAXUD A4/ISD;
- DG TAXUD A4/APM;
- DG TAXUD A3/Tax;
- DG TAXUD A3/Exc;
- DG TAXUD A3/CUST;
- DG TAXUD A3/LISO.

Where it is intended that a reference is to a specific business thread, one of the business threads above shall be stated.

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4. ITSM Process model

4.1 Level 0: Process flows

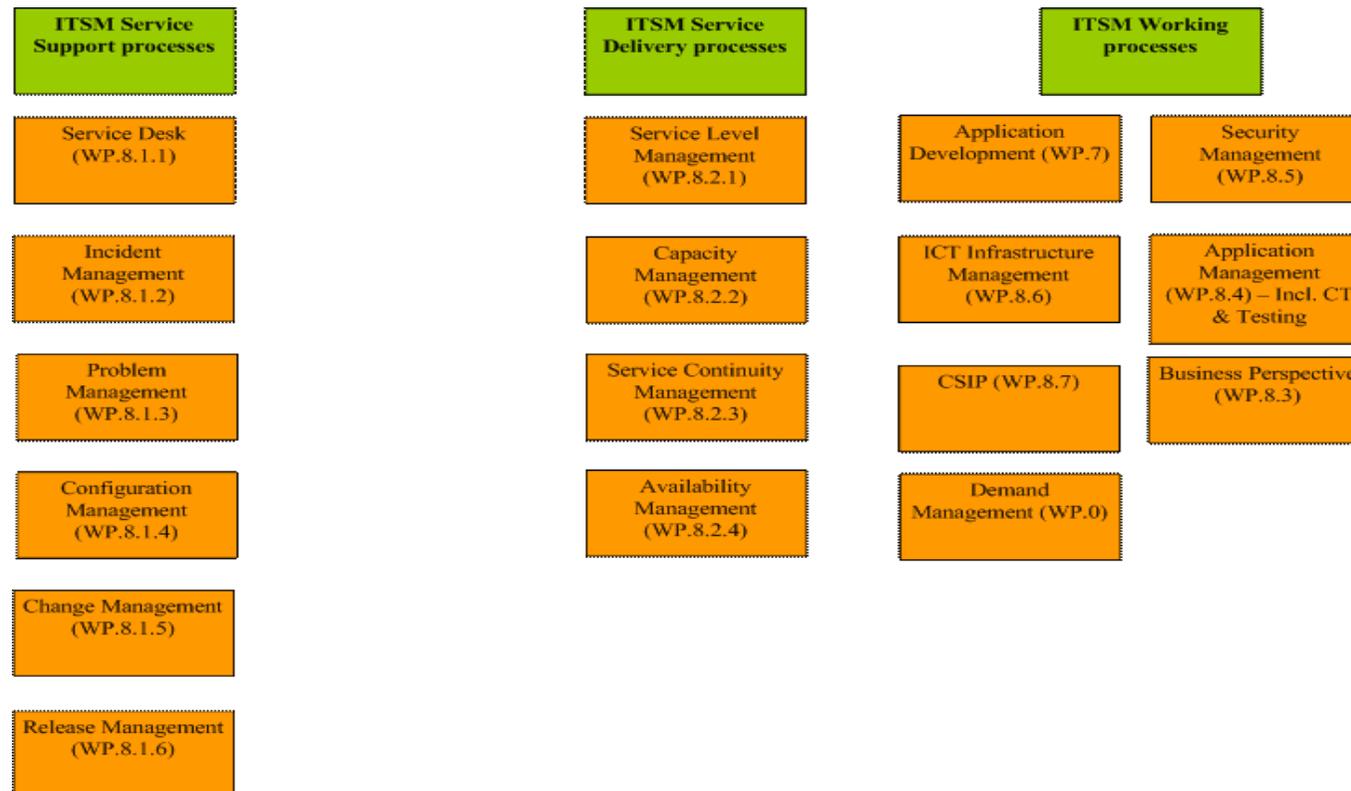


Figure 4-1: ITSM Process Model

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4.2 Level 1: Problem Management

The goal of Problem Management is to resolve the root cause of incidents and thus to minimise the adverse impact of incidents and problems on business that are caused by errors within the IT infrastructure, and to prevent recurrence of incidents related to these errors. A `problem' is an unknown underlying cause of one or more incidents, and a `known error' is a problem that is successfully diagnosed and for which either a work-around or a permanent resolution has been identified.

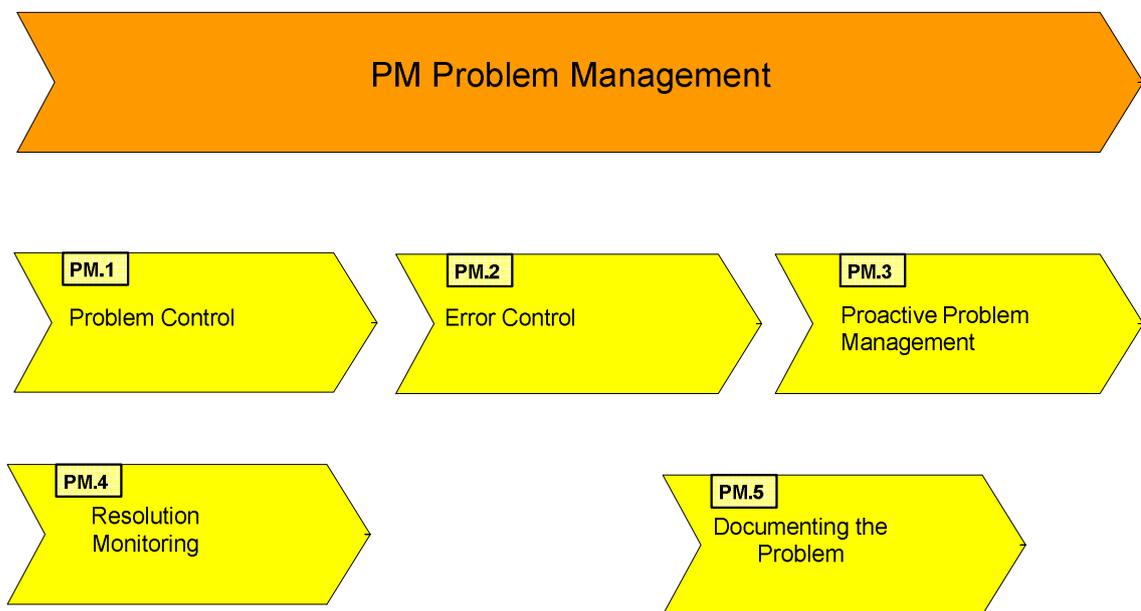


Figure 4-2: PM Problem Management sub-processes

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4.3 Level 2: Problem Management

PM.1 Problem Control

The purpose of problem control is to identify problems within an IT environment and to record information about those problems. Problem control identifies the configuration items at the root of a problem and provides the service desk with information on workarounds.

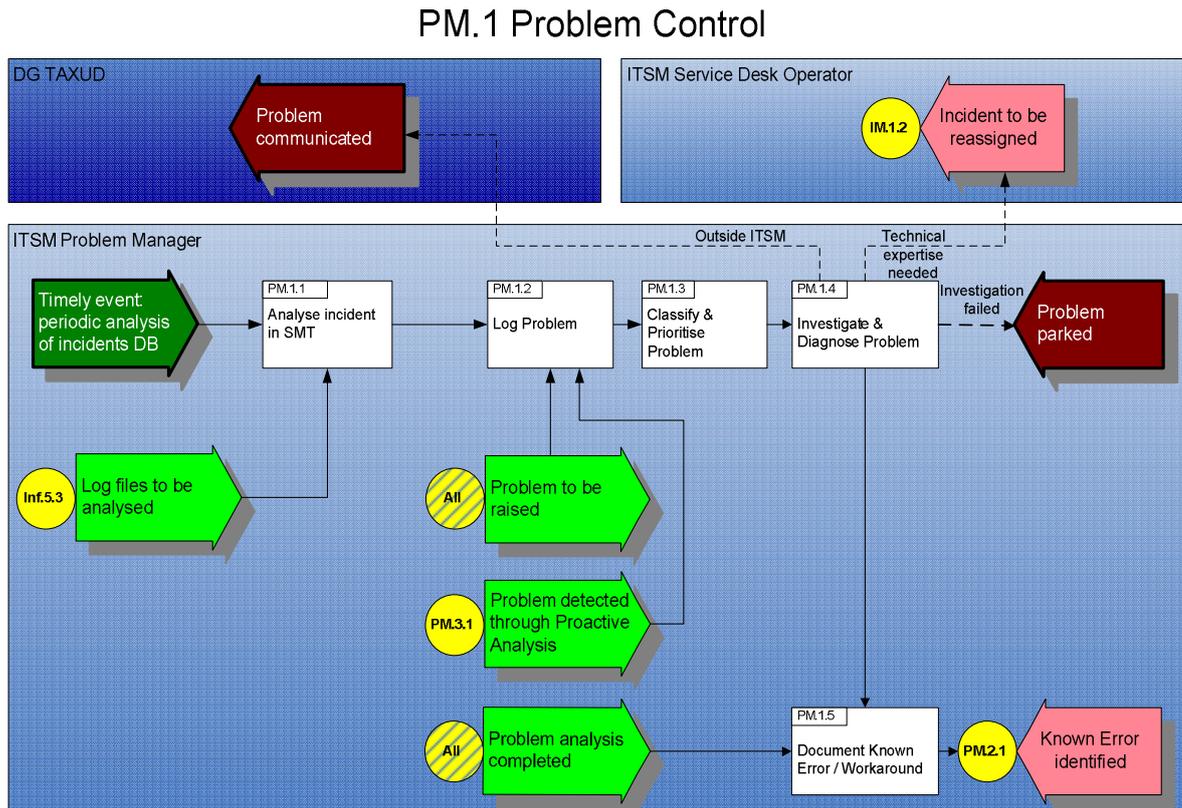


Figure 4-3: PM.1 Problem Control

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PM.2 Error Control

The purpose of error control is to keep track of known errors and to determine the resource effort needed to resolve the known error. Error control monitors and removes known errors when it's feasible and worthwhile.

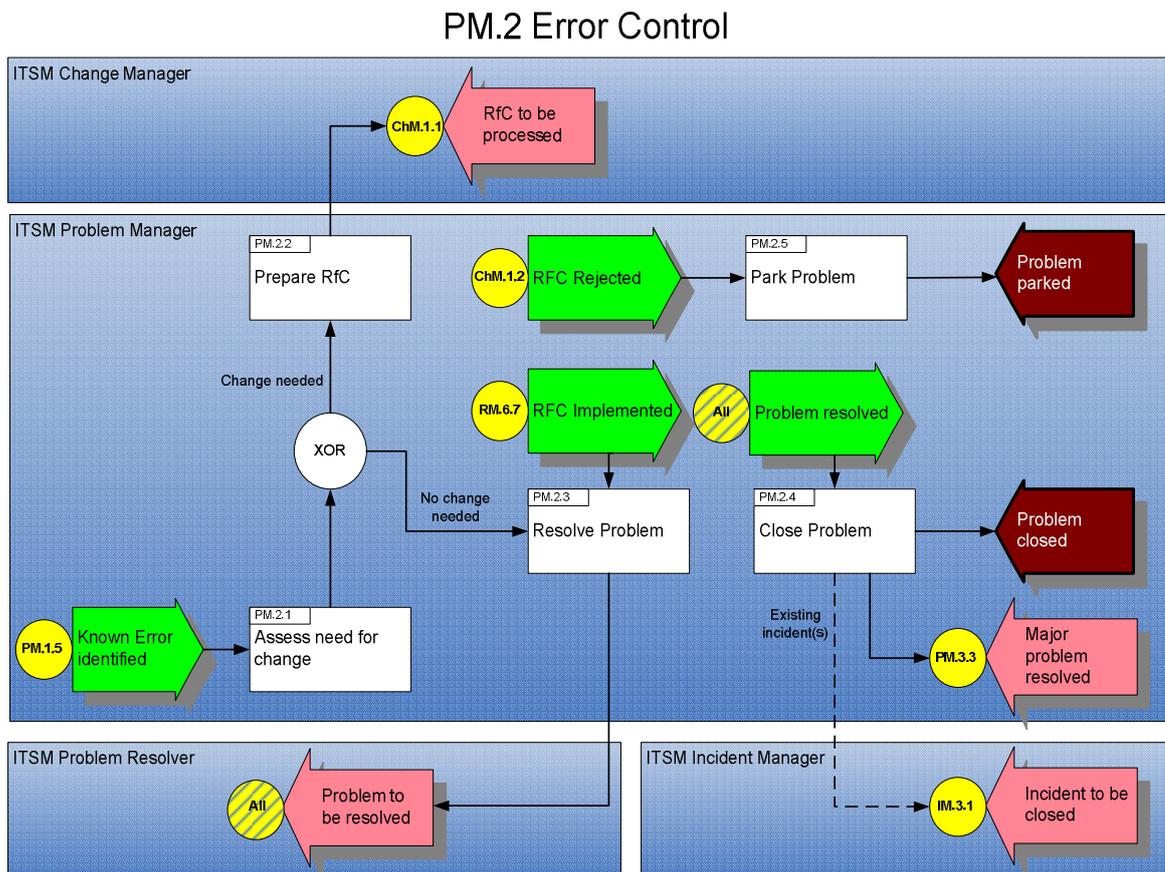


Figure 4-4: PM.2 Error Control

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PM.3 Proactive Problem Management

The purpose of proactive problem management is to find potential problems and errors in an IT infrastructure before they cause incidents. Stopping incidents before they occur provides improved service to users.

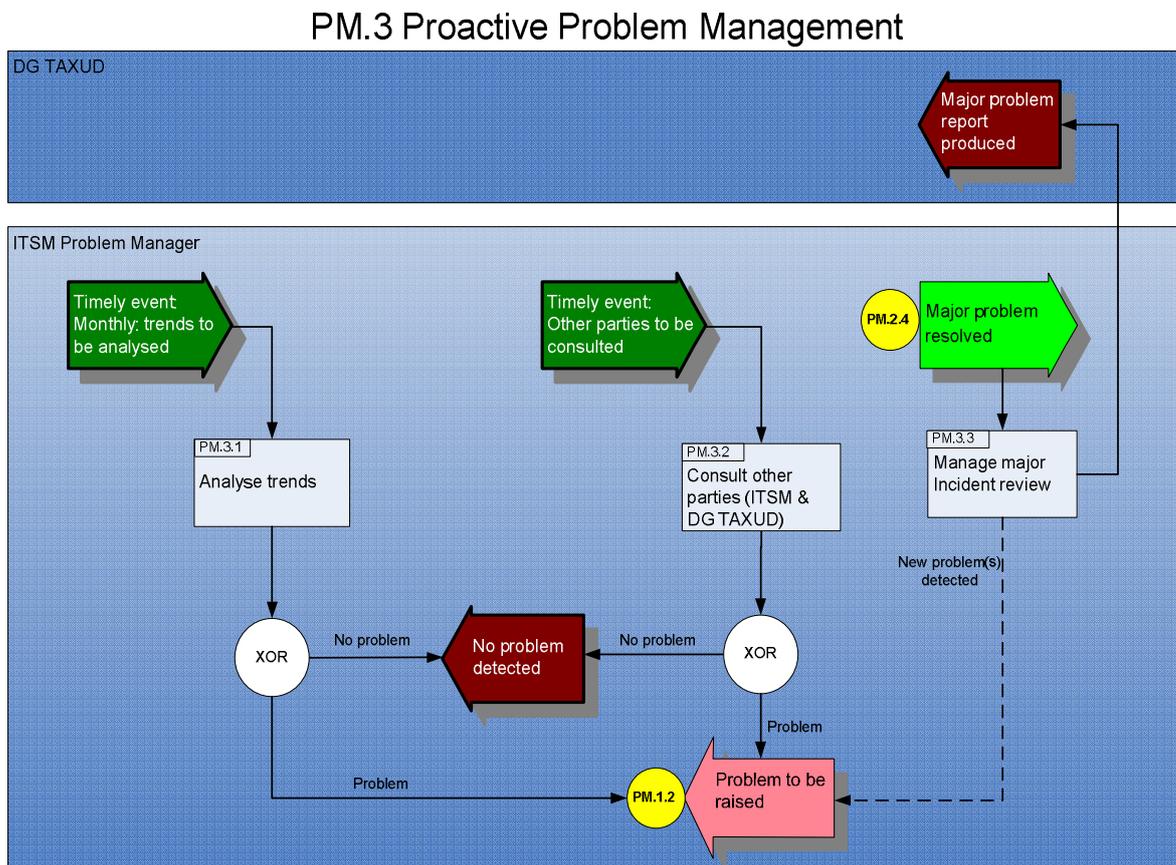


Figure 4-5: PM.3 Proactive Problem Management

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PM.4 Resolution Monitoring

Changes are planned and implemented by other IT service management processes. Problem management monitors the effect of problems on service provided to users and the progress of requested changes until they are complete.

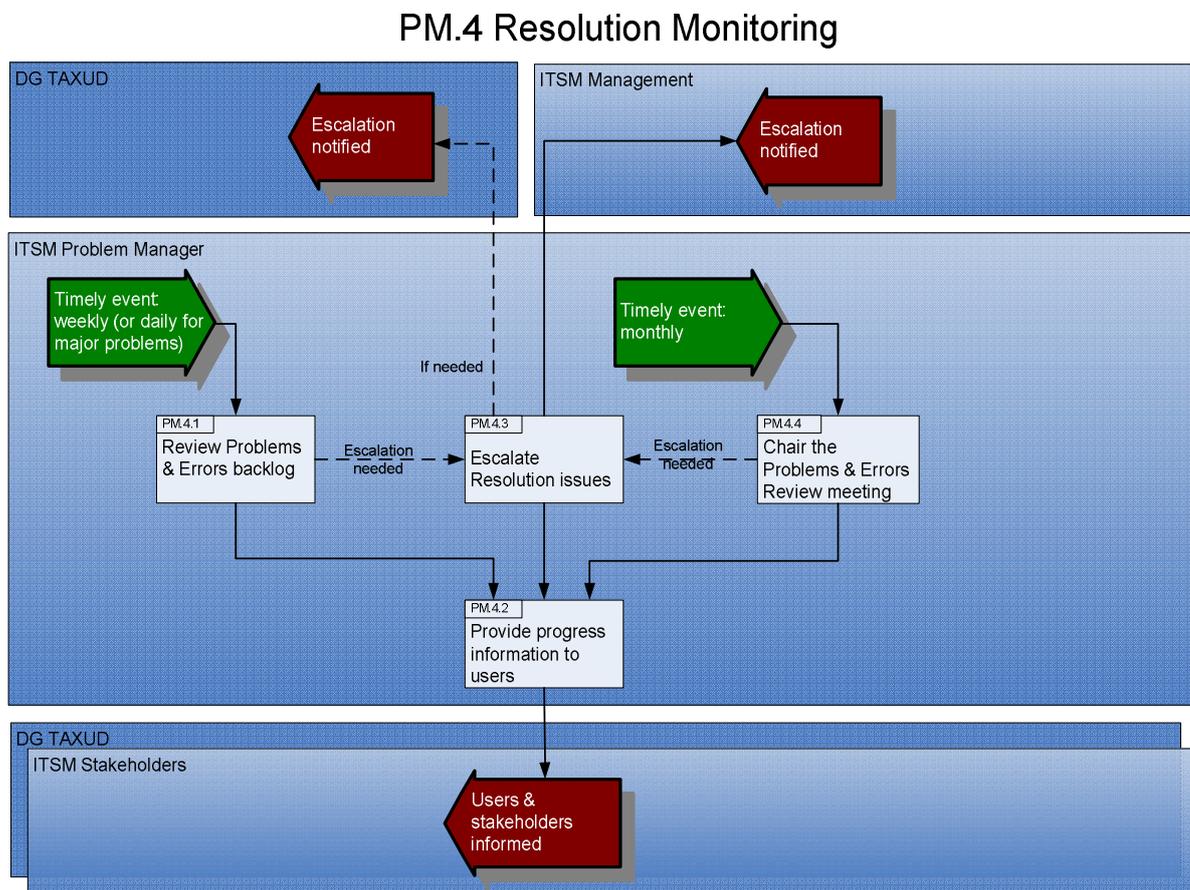


Figure 4-6: PM.4 Resolution Monitoring

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PM5 Documenting the problem

PM.5 Documenting the Problem

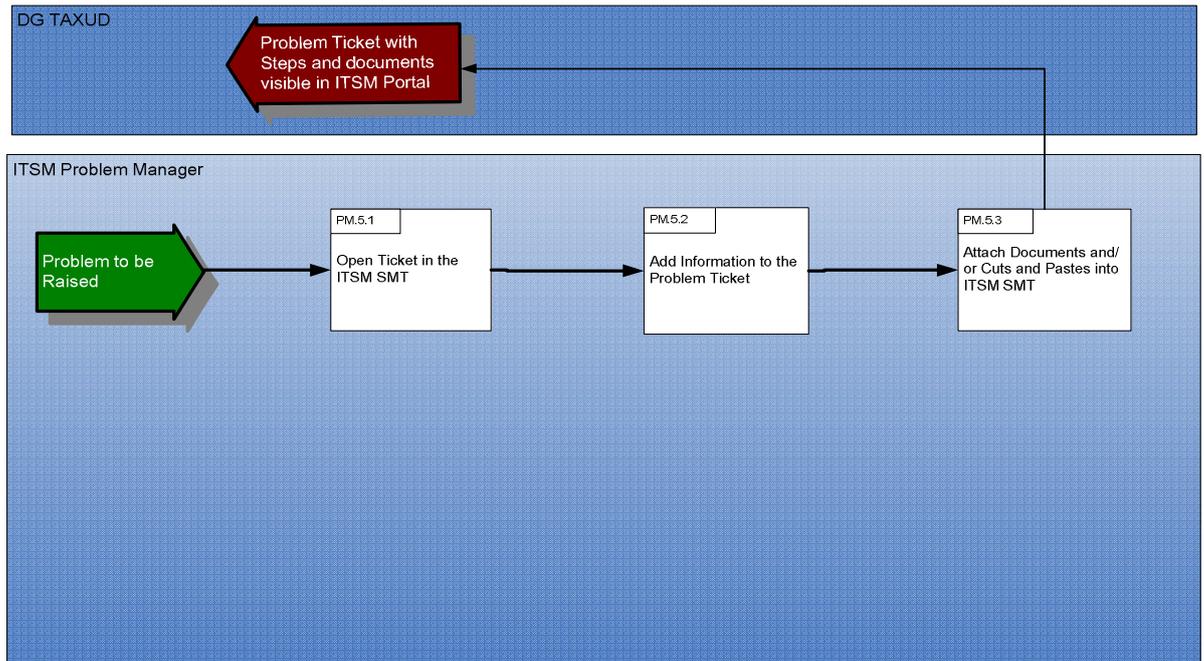


Figure 4-7: PM.5 Documenting the Problem

Note: As no tool currently exists to capture KEL info and link it to problems, no process link between problems and KELs is possible.

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RACI Table for PM

Activity	ITSM Problem Manager	ITSM Service Desk	ITSM Incident Manager	ITSM Change Manager	ITSM Problem resolver	ITSM Management	Other ITSM parties	DG TAXUD A4/CPT	DG TAXUD A4/ISD	DG TAXUD A4/APM	DG TAXUD A3/Tax	DG TAXUD A3/Exc	DG TAXUD A3/Cust	DG TAXUD A3/LISO	3rd parties (Dev,DIGITCCN,NAs)
PM.1.1 Analyse Incident in SMT	AR														
PM.1.2 Log problem	AR														
PM.1.3 Classify and prioritise problem	AR														
PM.1.4 Investigate and diagnose problem	AR	I						I	CI	CI	CI	CI	CI	CI	CI
PM.1.5 Document Know Error / workaround	AR	I							CI	CI	CI	CI	CI	CI	CI
PM.2.1 Assess need for change	AR			C					CI	CI	CI	CI	CI	CI	CI
PM.2.2 Prepare RfC	AR			I											
PM.2.3 Resolve Problem	AR				I				CI	CI	CI	CI	CI	CI	CI
PM.2.4 Close Problem	AR	I	I					CI	CI	CI	CI	CI	CI	CI	CI
PM.2.5 Park Problem	AR								CI	CI	CI	CI	CI	CI	CI
PM.3.1 Analyse trends	AR								C	C	C	C	C	C	C
PM.3.2 Consult other parties (ITSM & DG TAXUD)	AR	C	C	C			C	I	C	C	C	C	C	C	C
PM.3.3 Manage major Incident review	AR	I					I	I	CI	I	I	I	I	I	I
PM.4.1 Review problems & errors backlogs	AR				C			I	CI	I	I	I	I	I	I
PM.4.2 Provide progress information to users	AR	I					I	I	CI	I	I	I	I	I	I
PM.4.3 Escalate Resolution issues	AR					I		CI	CI	CI	CI	CI	CI	CI	CI
PM.4.4 Chair the problems & errors review meeting	AR				C			I	I	I	I	I	I	I	I
PM.5.1 Opening Ticket in SMT	AR		I					I	CI	I	I	I	I	I	I
PM.5.2 Adding Information to Problem Ticket	AR		I					I	CI	CI	CI	CI	CI	CI	CI

Table 4-1: PM RACI Table

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Communication interfaces with DG TAXUD

Interface description communication with DG TAXUD	Direction	Format
PM.1 Problem Control		
Problem raised by DG TAXUD	Incoming	Mail
Problem with DG TAXUD controlled party notification	Outgoing	Mail
Known errors	Outgoing	Updated on ITSM Collaborative tool
PM.2 Error Control		
PM.3 Proactive Problem Management		
Major Problem report	Outgoing	Mail
Answer to consultation about potential problems	Incoming	Mail
PM.4 Resolution Monitoring		
Escalation	Outgoing	Mail
Minutes of the Problems and errors review meeting	Outgoing	Mail
Progress information on problems & errors resolution	Outgoing	Mail
PM.5 Documenting Problem Management		
Opening Ticket in SMT	Outgoing	Updated on ITSM Collaborative tool
Adding Information to the Problem Ticket	Outgoing	Updated on ITSM Collaborative tool

Table 4-2: PM Communication interfaces with DG TAXUD

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4.4 Level 3: Problem Management

Procedure			
	<p><u>PM.1 Problem Control</u></p> <p>The goal of the problem control sub-process is to manage problems from detection to diagnosis and workaround, effectively transforming it in a Known Error.</p>		
<table border="1"> <tr> <td>PM.1.1</td> </tr> <tr> <td>Analyse incident in SMT</td> </tr> </table>	PM.1.1	Analyse incident in SMT	<p>PM.1.1 Analyse incident in SMT</p> <p>The ITSM Problem Manager does once a month an analysis of the incidents in the SMT to detect new potential problems.</p> <p>Ideally all incidents are reviewed (but this may not be possible right from the start of the process), the following guidelines will be followed:</p> <p>Incidents that will not be examined are:</p> <ul style="list-style-type: none"> • Incidents linked to known errors (feedback from X/DEV); • Service Requests (if tracked as incidents in the SMT). <p>For the rest, the ITSM Problem Manager will analyse in priority:</p> <ul style="list-style-type: none"> • Series of similar incidents; • Incidents that have no identified cause. <p>The ITSM Problem Manager will then decide to create a problem record or not for these incidents. A phone conference call between ITSM PM, DG TAXUD A4/ISD and the CI-owner(s) on request will be organised a every 2 weeks, depending on the volumes, to review the problem list. After common agreement with DG TAXUD A4/ISD during this every 2 weeks conference call, all problems will be either registered in the ITSM SMT.</p> <p>The ITSM Problem Manager marks the incidents reviewed with the following values:</p> <ul style="list-style-type: none"> • Linked to a problem (existing or new); • Not linked to a problem; • To be re-evaluated later. <p>The list will be made visible to DG TAXUD A4/ISD and DG TAXUD A4/CPT on the new ITSM portal.</p> <p>Incidents not yet reviewed by the ITSM Problem Manager should be marked as “not yet reviewed by PM”. This is not possible in the current SMT.</p> <p>So at any time, an incident in the SMT can have one of these</p>
PM.1.1			
Analyse incident in SMT			

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	<p>statuses problem-wise:</p> <ul style="list-style-type: none"> • Linked to a problem (existing or new); • Not linked to a problem; • To be re-evaluated later (considered as non urgent by the PM); <p>The status is updated in the SMT by the ITSM Problem Manager. This information is available to DG TAXUD.</p>		
<table border="1"> <tr> <td>PM.1.2</td> </tr> <tr> <td>Log Problem</td> </tr> </table>	PM.1.2	Log Problem	<p>PM.1.2 Log Problem</p> <p>Problems are triggered by various means:</p> <ul style="list-style-type: none"> • Incidents analysis (see previous PM.1.1); • Proactive analysis (see PM.3.1); • A standalone issue (e.g. Procedure problem); • E-mails/calls received by the PM requesting to open new problems. <p>Problems are always linked to incident through field:</p> <p>Name: << BTH>>// PROBL N° : PROBL label //.</p>
PM.1.2			
Log Problem			
<table border="1"> <tr> <td>PM.1.3</td> </tr> <tr> <td>Classify & Prioritise Problem</td> </tr> </table>	PM.1.3	Classify & Prioritise Problem	<p>PM.1.3 Classify & Prioritise Problem</p> <p>The problems are analysed by the ITSM Problem Manager, who defines in conjunction with DG TAXUD and the CI-owner the initial classification and priority for each of them (the priority is based on urgency and impact, as in the IM process).</p> <p>The priority is computed from urgency and an impact value as per the incident process.</p> <p>Impact: it is affected by the following conditions:</p> <ul style="list-style-type: none"> • Number of users affected by the problem; • The image of DG TAXUD or other European institutions could be affected; • Major functions of the applications are unavailable or do not work as specified; • An application function needed by end users to carry out urgent work is not available or does not work as specified, blocking users to perform their task; • Corrupted data transmission; • Confidential information could be divulged: information that, if divulged, could affect the interest of EU or its civil servants; • The Commission, other European institutions or 3rd parties
PM.1.3			
Classify & Prioritise Problem			

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	<p>could suffer financial prejudice;</p> <ul style="list-style-type: none"> • The Commission or other EU institutions could take wrong orientation or strategic decisions based on incorrect information provided by the applications. <p>Urgency: it depends on the following parameters:</p> <ul style="list-style-type: none"> • The level of service lost due to the problem; • A workaround exists or not. <p>Priority: Low (P4), Medium (P3), High (P2), Critical (P1) in accordance to the incidents priorities.</p> <p>For Problems derived from incidents the rule will be:</p> <p>Problem Priority = Mean Incidents Priority (– 1 level if a Workaround exists).</p> <p>Problem category definition:</p> <p>To facilitate analysis, the categories used are the same as for incidents. The priority of the problem linked to more than one incident is the highest priority of these incidents.</p> <p>Please refer to the Incident Management process.</p>		
<table border="1"> <tr> <td>PM.1.4</td> </tr> <tr> <td>Investigate & Diagnose Problem</td> </tr> </table>	PM.1.4	Investigate & Diagnose Problem	<p>PM.1.4 Investigate & Diagnose Problem</p> <p>For each problem, the ITSM Problem Manager assigns the person who will be responsible for the diagnosis of the problem, this person can be:</p> <ul style="list-style-type: none"> • A problem investigator ('generic term'); • A member of the ITSM Infrastructure Management team (e.g. database performance problem); • A member of the ITSM Application Management team (e.g. anomalous amount of transaction on an application); • A person from DG TAXUD if the party involved is a contractor (DIGIT, CCN/TC, Dev-teams...); • The ITSM Problem Manager himself/herself for certain categories of problems (high priority, multi-team analysis, procedures, quality...). <p>This information is given to DG TAXUD during the (bi-) weekly conference call.</p> <p>The ITSM Problem Manager retains the responsibility to monitor the progress accomplished on the investigations deferred to other parties (see PM.4).</p>
PM.1.4			
Investigate & Diagnose Problem			

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	<p>The investigation of a problem may be unsuccessful in this case the ITSM Problem Manager will offer, in conjunction with DG TAXUD and the CI-owner to set the status to “wait for sol” of the problem for future reference during the monthly Problems & Errors review (see PM 4.4).</p>		
<table border="1"> <tr> <td>PM.1.5</td> </tr> <tr> <td>Document Known Errors/Workaround</td> </tr> </table>	PM.1.5	Document Known Errors/Workaround	<p>PM.1.5 Document Known Errors/Workaround</p> <p>When a workaround is found and/or when the error is fully understood (workaround + way to fix the problem), the ITSM Problem Manager documents the KEL list in new ITSM Portal tool (not yet in production) with the relevant information (root cause of the problem, workaround to be followed until the error is fixed, what needs to be done to fix definitively the problem). He/she then informs the Service Desk of the information being published on the portal for this new Known Error.</p>
PM.1.5			
Document Known Errors/Workaround			
	<p><u>PM.2 Error Control</u></p> <p>The Error Control process starts with a Known Error and ends when the faulty Configuration Item (being hardware, software, documentation...) is fixed in production.</p>		
<table border="1"> <tr> <td>PM.2.1</td> </tr> <tr> <td>Assess need for change</td> </tr> </table>	PM.2.1	Assess need for change	<p>PM.2.1 Assess need for change</p> <p>The ITSM Problem Manager assesses, in conjunction with DG TAXUD and the CI-owner, whether the Known Error needs a Change Request to fix the root cause of the problem. There are no ‘formal’ criteria defined.</p> <p>For items not under the responsibility of ITSM, like CCN/TC applications and infrastructure, the ITSM Problem Manager, in conjunction with DG TAXUD and the CI-owner, then decides if the Change Management process needs to be invoked or not.</p>
PM.2.1			
Assess need for change			
<table border="1"> <tr> <td>PM.2.2</td> </tr> <tr> <td>Prepare RfC</td> </tr> </table>	PM.2.2	Prepare RfC	<p>PM.2.2 Prepare RfC</p> <p>When an error has been fully documented and when one or more proposal(s) for resolution has been defined for the error, the ITSM Problem Manager or the CI-owner raises an RfC to have the error fixed.</p> <p>This is done through an e-mail sent by the ITSM Problem Manager or the CI-owner to the ITSM Change Manager. The Problem Manager has to make sure the CI owner affected by the change (identifiable via the CMDB) raises an RfC. Follow-up will be done via Change Management.</p> <p>If the problem is serious and urgent an Emergency RfC is raised instead according to the Emergency Change procedure. This is typically done via a phone call from the ITSM Problem Manager to the ITSM Change Manager. The CI owner raises an RfC or the ITSM Problem Manager does it.</p> <p>All RfC will be logged in the SMT and will be linked to the problem.</p>
PM.2.2			
Prepare RfC			

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<div style="border: 1px solid black; padding: 2px;">PM.2.3</div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;">Resolve Problem</div>	<p>PM.2.3 Resolve Problem</p> <p>The Problem Manager is responsible of having the CI owner affected by the problem to follow-up on the solution implementation of the problem, either by monitoring the progress of the RfC or via a Work Order to the relevant party (ITSM Problem Resolver).</p> <p>In all cases, the ITSM Problem Manager is responsible to make sure that the resolution implemented really solves the problem. The ITSM Problem Manager contacts the CI owner and checks whether the change was successful or not before closing the problem; if not solved, go to ChM 1.4 for "RfC to be reassessed".</p>
<div style="border: 1px solid black; padding: 2px;">PM.2.4</div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;">Close Problem</div>	<p>PM.2.4 Close Problem</p> <p>When the resolution of the problem is confirmed, the ITSM Problem Manager closes the problem record in the SMT, makes sure that Service calls are also closed and archives all the relevant and supporting documentation (PIR).</p> <p>The KEL is updated in the SMT.</p> <p>If the Problem was major, a major Problem review is triggered (see PM 3.3 for more details).</p>
<div style="border: 1px solid black; padding: 2px;">PM.2.5</div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;">Park Problem</div>	<p>PM.2.5 Park Problem</p> <p>If an RfC created to solve a problem is rejected (this can be for a number of reasons: risk, priority conflicts...), the ITSM Problem Manager parks the Problem by setting the status to 'Wait for Solution' for future reference and documents the decision in the SMT.</p>
<div style="border: 1px solid black; padding: 2px;">PM.3.1</div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;">Analyse trends</div>	<p><u>PM.3 Proactive Problem Management</u></p> <p>PM.3.1 Analyse trends</p> <p>Upon input from and in conjunction with the ITSM Incident Manager the ITSM Problem Manager conducts On a monthly basis a trend analysis by running ad hoc queries on the SMT. Domains to be proactively investigated along with their priority are currently being established; this information along with the trend analysis is used during the 2-weekly meeting with DG TAXUD to confirm problems priority. This trend analysis examines the evolution over time of a number of things:</p> <ul style="list-style-type: none"> • Incidents per category; • Problems per category; • CI failures. <p>This analysis will enable the ITSM Problem Manager, in conjunction with DG TAXUD and the CI-owner, to detect potential problems needing investigation.</p>

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<table border="1"> <tr> <td>PM.3.2</td> <td>Consultation with Business Threads of DG TAXUD)</td> </tr> </table>	PM.3.2	Consultation with Business Threads of DG TAXUD)	<p>PM.3.2 Consultation with Business Threads of DG TAXUD</p> <p>Monthly, on a rotational basis, the ITSM Problem Manager invites a different Business Thread from DG TAXUD by e-mail in order to discuss any potential problems that they have identified in their area. The meetings are held together with a representative of DG TAXUD A4/ISD.</p> <p>An additional goal of these consultations is to get feedback from the Business Threads on their perceived efficacy of Problem Management activities and to address any comments or take on board any ideas from them.</p> <p>Minutes are taken of the meetings and are subject to formal review by the participants and uploaded onto CIRCA</p> <p>The results of these meetings are then used by the ITSM Problem Manager as part of the proactive Problem Management to identify potential new problems as well as for reactive Problem Management if specific issues are raised.</p>
PM.3.2	Consultation with Business Threads of DG TAXUD)		
<table border="1"> <tr> <td>PM.3.3</td> <td>Manage major Incident review</td> </tr> </table>	PM.3.3	Manage major Incident review	<p>PM.3.3 Manage major Incident review</p> <p>After a Major Problem (i.e. Priority = Critical) is closed and while memories are still fresh, the ITSM Problem Manager organises and runs a Major Problem Review (within 2 w-days of the closure of the problem).</p> <p>The ITSM Problem Manager writes down a report for this major problem, which includes a debriefing of the problem as well as an action plan that will be communicated to all relevant stakeholders.</p> <p>This report is communicated 5 business days after the review at the latest via e-mail to DG TAXUD A4/ISD and the CI-owner.</p>
PM.3.3	Manage major Incident review		
<table border="1"> <tr> <td>PM.4.1</td> <td>Review Problems & Errors backlog</td> </tr> </table>	PM.4.1	Review Problems & Errors backlog	<p><u>PM.4 Resolution Monitoring</u></p> <p>PM.4.1 Review problems & errors backlog</p> <p>On a (at least) weekly basis, the ITSM Problem manager checks the backlog of problems and errors and check progress with the problem investigator(s), the CI-owner and DG TAXUD A4/ISD.</p> <p>He/she uses the information collected to provide information to users (PM.4.2) and if needed escalate resolution issues (PM. 4.3). This is done via the (bi-) weekly conference call.</p>
PM.4.1	Review Problems & Errors backlog		
<table border="1"> <tr> <td>PM.4.2</td> <td>Provide progress information to users</td> </tr> </table>	PM.4.2	Provide progress information to users	<p>PM.4.2 Provide progress information to users</p> <p>Users should be informed on a regular basis as to the progress of problems for which they are involved with (DG TAXUD Project Managers, ITSM process owners...).</p> <p>The ITSM Problem Manager communicates the appropriate information on a timely basis to all stakeholders (DG TAXUD</p>
PM.4.2	Provide progress information to users		

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	<p>or ITSM) – timely meaning: P1 = 2 w-days, P2 = 5 w-days the higher the priority of problems the more frequent the communication will be.</p>		
<table border="1"> <tr> <td>PM.4.3</td> </tr> <tr> <td>Escalate Resolution issues</td> </tr> </table>	PM.4.3	Escalate Resolution issues	<p>PM.4.3 Escalate resolution issues</p> <p>Problems that cannot be investigated, diagnosed or fixed in a timely manner (refer to the current SLA) will be escalated by the ITSM Problem Manager to the ITSM Management via e-mail and make sure that DG TAXUD A4/ CPT and CI owners are informed.</p>
PM.4.3			
Escalate Resolution issues			
<table border="1"> <tr> <td>PM.4.4</td> </tr> <tr> <td>Chair the Problems & Errors Review meeting</td> </tr> </table>	PM.4.4	Chair the Problems & Errors Review meeting	<p>PM.4.4 Chair the problems & errors review meeting</p> <p>The ITSM Problem Manager chairs a monthly review on current problems and errors and invites the stakeholders (both from DG TAXUD and from ITSM) to discuss all problems.</p> <p>The agenda of this meeting will cover the following items:</p> <ul style="list-style-type: none"> • Resolution plan for critical and high priority problems; • Resolution plan for problems with a breached SLA; • Advice for dealing with complex problems; • New problems; • New workarounds; • Closed problems; • Problems to park. <p>The ITSM Problem Manager writes down and communicates the minutes of this monthly review.</p>
PM.4.4			
Chair the Problems & Errors Review meeting			
	<p><u>PM.5 Documenting the Problem</u></p> <p>The actions of the Problem Management process are documented using the SMT by firstly opening a ticket and then adding steps to it. The Problem ticket is visible to DG TAXUD through the ITSM Portal. The other forms of documentation are the minuting of the meetings with the Business Threads and the problem report.</p>		
<table border="1"> <tr> <td>PM.5.1</td> </tr> <tr> <td>Open Ticket in the ITSM SMT</td> </tr> </table>	PM.5.1	Open Ticket in the ITSM SMT	<p>PM.5.1 Open Ticket in the ITSM SMT</p> <p>When the ITSM Problem Manager wants to initiate a Problem, he/she opens a ticket in the SMT that he/she uses to document and track all activity in respect of the Problem resolution.</p>
PM.5.1			
Open Ticket in the ITSM SMT			
<table border="1"> <tr> <td>PM.5.2</td> </tr> <tr> <td>Add Information to the Problem Ticket</td> </tr> </table>	PM.5.2	Add Information to the Problem Ticket	<p>PM.5.2 Add Information to the Problem Ticket</p> <p>As the Problem is investigated, the ITSM Problem Manager adds steps to the ticket in the SMT and attaches and/or cuts and pastes all relevant documentation and emails. These steps continue one by one including any RfCs that the ITSM Problem Manager may raise with Change Management, as well as any</p>
PM.5.2			
Add Information to the Problem Ticket			

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	PIR activities, right up to the time that the CI owner and/or DG TAXUD gives permission to close the Problem ticket. Known Errors are documented on the Problem ticket as is any workaround found.		
<table border="1"> <tr> <td>PM.5.3</td> <td>Add Information to the Problem Ticket</td> </tr> </table>	PM.5.3	Add Information to the Problem Ticket	<p>PM.5.3 Add Attachments to the Problem Ticket</p> <p>When any additional documents are part of a problem's record, the ITSM Problem Manager attaches them and/or copy and pastes them into the Problem ticket in the SMT.</p>
PM.5.3	Add Information to the Problem Ticket		