

# *Implementing Problem Management in a Tertiary Institution*

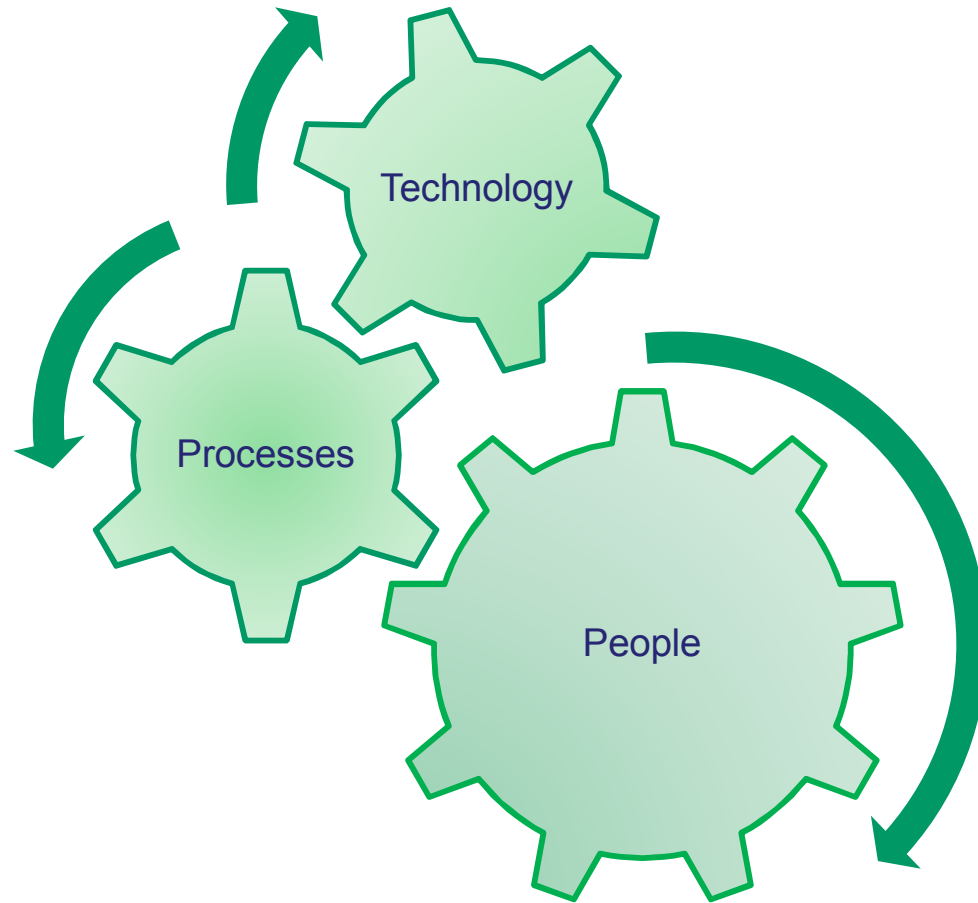
**Angela Bletas**



# What is Problem Management

- Minimise the impact of incidents and problems
- Reduce the number of avoidable or repeatable incidents

# Scope of Problem Management





# Getting started

- Problem Management roadmap
- Process documentation
- Training documentation

# Communication approach

## Use various channels

- Online presence
- Engagement with Managers
- Leverage existing meetings
- Roadshows
- Email



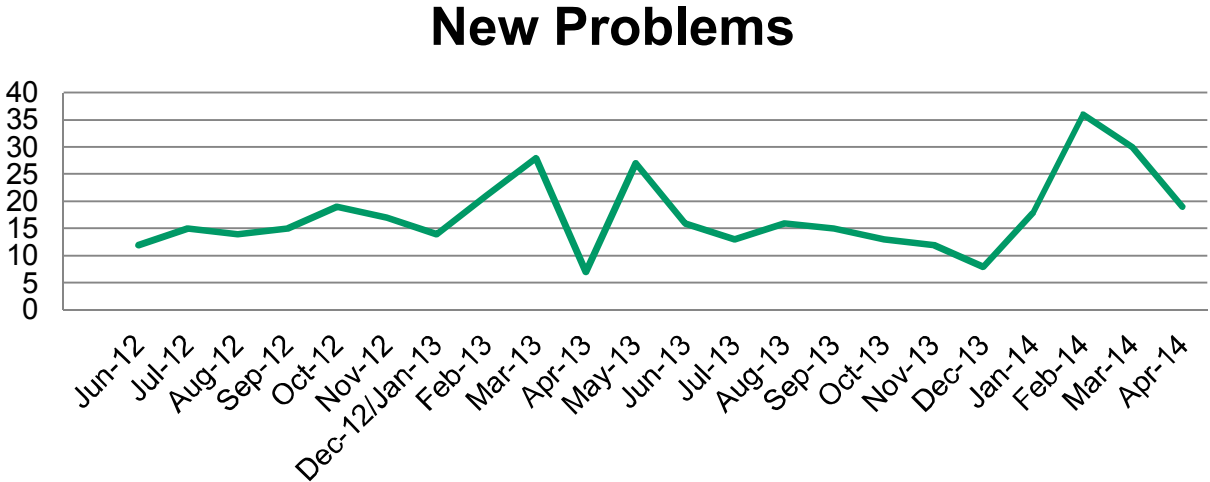
Always made myself available



# Gaining visibility

## Problem Management Reporting

– Start easy





# Gaining visibility

## Establish Problem Review Forum (PRF)

- Create Agenda items
- Consider membership of PRF
- Consider frequency of meeting
- Process required to escalate problems
- Discuss
  - Review Problems, new, open, closed, potential
  - Problem ownership
  - Ratify root cause
  - Discuss issues



# CSI for Problem Management

## Community of Practice

- Invite staff that use the process on a day to day basis
- Arrange meetings – determine frequency
- Discuss
  - Staff share experiences on using process, good and bad
  - Maturity of the process
  - Expected behaviours when using the process
  - Good and bad examples of problem record completion
  - Integration with other processes



#LEADit *itsMF*



# Challenges

Challenge	What I did
Buy in from middle managers	Met with managers. Explained benefits of Problem Management
New process – overwhelming	Assistance in early stages of development of process
Learning on the job	Sought out other Problem Managers
Getting teams to see value in Problem Management	Show successful problem management outcomes

# Challenges

Challenges	What I did
One person running process	Team Managers become contact person
Attendees and Problem Review Forum (PRF)	Changed the membership
Culture change required to accept another process	Staff who excelled become Problem Champions

# Successes

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Senior management buy-in and support

Staff using the process

Problem management profile is strong

Reduction in the number of re-occurring high impact incidents

Ability to identify problems improved

Collaboration of teams to work on problems - P1/P2s

Tight integration with Major Incident and other processes



# Action Plan

- **Monday and the rest of next week**
  - Create/Review your Problem Management Roadmap
  - Start your documentation, a process flow diagram
  - Review ITSM tool
  - Create Comms approach and plan
  - Start creating a PM slide pack to present at meetings
  - Start engagement with senior management



# Action Plan

- **Next 90 Days**

- Create/Update your process and training documentation
- Set up training sessions – do you have a training team to assist you within the organisation? If so use them.
- Set up a Problem Review Board – review membership of same to obtain outcomes you require.
- Start Reporting soon after process begins to roll out.

- **Next Year**

- Set up Community of Practice to review process
  - attendees to be a mix of the ones embracing the process and others who are still struggling.
- Review your Problem Management roadmap



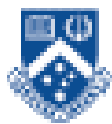
# Recommendations

- Problem Analysis techniques
  - Kepner Tregoe
  - 5 Whys
  - Pareto Analysis
- Attend ITSM Problem Management SIGs
- Request membership to the LinkedIn ITIL Problem Manager group
- ITIL Service Operations book (of course)



# Additional Resources

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# Questions?