



POA Customer Service Problem Management Procedure
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Document Title: Post Office Account Customer Service Problem Management Procedure

Document Type: Process Definition

Release: Release Independent

Abstract: To describe and document the Customer Service Problem Management Process.
This document contains text highlighted in green that has been identified to POL as comprising evidence to support the assessment of named Acceptance Criteria by Document Review.
This text must not be changed without authority from the FS Acceptance Manager.

Document Status: DRAFT

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0.2 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
0.1	13/11/07	Draft updated	
0.2	07/01/08	Updated with comments from review	
0.3	07/01/08	Updated to include tracked changes	
1.0	07/01/08	Updated to version 1.0	
1.1	16/04/08	<p>This document has been revised by RMGA Document Management on behalf of the Acceptance Manager to contain notes which have been identified to POL as comprising evidence to support the assessment of named Acceptance Criteria by Document Review.</p> <p>This text must not be changed without authority from the FS Acceptance Manager.</p> <p>These changes will not require full review using the RMGA Document Control Process, as agreed between Acceptance Manager and Programme Management.</p> <p>Added green highlight text to Abstract and highlighted Table of Contents</p> <p>Added at V1.1 - Footnote 1 added to section 1.0 – Introduction This whole document comprises text that has been identified to POL as evidence to support Acceptance by Document review (DR) for Requirement SER-2144.</p>	
2.0	22-Apr-08	Issued for approval.	
2.1	06-Jun-10	<p>Revamped to include new roles, responsibilities, process metrics and updated process inputs and outputs.</p> <p>Names of approving authorities and on distribution list updated</p>	
2.2	08-Sep-10	Updated with comments from review	
2.3	29-Oct-13	Major update by Tony Wicks. Removed Problem Co-ordinator role. Revised to improve alignment with BMS corporate procedure for Problem Management.	
2.4	28-Nov-13	Incorporates amendments for comments received during the review cycle of version 2.3. Version 3.0 is expected to be produced following this.	

0.3 Review Details

Review Comments by :	6th December 2013
Review Comments to :	<u>Tony</u> Wicks
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SMG and MSS Team Manager	Jerry Acton
SSC	Steve Parker
Issued for Information – Please restrict this distribution list to a minimum	
Position/Role	Name

(*) = Reviewers that returned comments

0.4 Associated Documents (Internal & External)

Reference	Version	Date	Title	Source
PGM/DCM/TEM/0001			Fujitsu Services RMGA HNG-X Document Template	Dimensions

0.5 Abbreviations

Abbreviation	Definition
CP	Change Proposal
HSD	Horizon Service Desk
IMT	Incident Management Team
KA	Knowledge Article also known as KEL
KDB	Knowledge Database or Known Error Database.
KEL	Known Error Log (Theses are also known as Knowledge Articles.)
KPI	Key Performance Indicator
MSC	Managed Service Change
POA	Post Office Account
POL	Post Office Limited
PR	Problem Record



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SDM	Service Delivery Manager
SDU	Service Delivery Unit
SLA	Service Level Agreement
SLT	Service Level Target
SMC	System Management Centre
SMG	System Management Group
SSC	System Support Centre
MSS	Managed Systems Support
TfS	Triole For Service

0.6 Glossary

Term	Definition
KELs and KAs	Note that different support teams refer to knowledge database information as either Knowledge Articles or Known Error Log. Where within this document KELs are referred to the reader can also consider them as Knowledge Articles.

0.7 Changes Expected

Changes

0.8 Copyright

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1 Introduction¹

1.1 Process Objective and Scope

The objective of this document is to define the process for Problem Management in the POA environment to support the contracted infrastructure and application services described in the HNG-X Contract. Other infrastructure and services used by POA to provide and support delivery of the HNG-X contract are also in scope of the process. For the purpose of this document a Problem is defined as the unknown underlying root cause of one or more Incidents.

The Problem Management Process covers both reactive and proactive functions of Problem Management.

The scope of **Reactive Problem Management** is from identification of a Problem through to closure and includes root cause analysis, identification of Known Errors, initiation of any necessary Change Requests and the provision of management information to POA & POL. Problem Management is responsible for ensuring that resources are prioritised to resolve Problems in the appropriate order based on business need.

The scope of **Proactive Problem Management** includes trend analysis and investigation to identify potential Problems, which are then progressed through the Problem Management process to be removed from the estate.

The aim of Problem Management is to investigate, eliminate or prevent causes of Incidents and Known Errors regarding POA & POL Infrastructure/Information System and to prevent the recurrence of Incidents related to these Errors. To achieve this aim, Problem Management seeks to establish the Root Cause of Incidents and then start actions to improve or correct the situation. The objective of Problem Management is:

- To minimise disruption to the business by proactive identification and analysis of the cause of service Incidents and by managing Problems to closure
- To ensure escalation as part of a defined escalation process
- To efficiently and effectively identify the Root Cause of Incidents/Problems
- To define Known Errors and their permanent fixes and/or temporary Workarounds, associated with all incidents
- To track and maintain relationships between Known Errors and existing incidents
- To identify Problem trends, to assess the performance of the Problem Management process and the quality of services delivered to POL.

For clarity it should be noted that:

The POA Problem Manager role exists within the POA Problem Management and Major Incident Management team and that Problem Managers have 'multiple roles' including the management of Major Incidents.

Individual Problems are owned by POA Problem Managers responsible for managing problems within the POA environment and liaising with POL and POL Third Party Problem Management teams for problems in other environments.

¹ This whole document comprises text that has been identified to POL as evidence to support Acceptance by Document review (DR) for Requirement SER-2144.



1.2 Process Rationale

The primary goal of the Problem Management process is to minimise adverse impact of Incidents and Problems on the Post Office Estate, and to proactively prevent the re-occurrence of Incidents, Problems and Errors. Problem Management focuses on finding the root cause of Incidents, creating Known Errors and permanently removing Errors from the estate through the Change Management Process.

Although a Problem may be identified at any time, the management of Problems is essentially conducted during office hours; i.e. 09:00 – 17:30 Monday to Friday, excluding Bank Holidays.

1.3 Roles and Responsibilities

1.3.1 Process Owner

The owner of the process is the POA Service Delivery Manager responsible for Service Operations. Process owner responsibilities include:

- Overseeing Problem Management Process
- Assessing if and when to resolve problems
- Assessing potential resolutions
- Defining target effectiveness metrics
- Ensuring Reports, Audits and Reviews are carried out regularly and effectively

1.3.2 Problem Manager

The Problem Manager is the owner of a specific problem and is responsible for managing all activities to resolve the problem. The Problem Manager's responsibilities include:

- Ensuring problems are clearly defined, contain all relevant information and are recorded in TfS
- Ensuring appropriate information pertaining to a problem is gathered from all sources
- Checking problems against Knowledge Database and ensuring the knowledgebase and KELs are updated
- Identifying and coordinating resources required to investigate and resolve problems
- Ensuring action plans exist for open problems and tracking progress against agreed action plans
- Ensuring proposed resolution is tested and validated
- Undertaking Root Cause Analysis for POA Major Incidents and problems.
- Undertaking Trend Analysis
- Ensuring that Corrective Actions eliminate repeat problems
- Completion of problem closure report
- Provision of management information from the POA Major Incident and Problem Team



1.3.3 Problem Resolver

The Problem Resolver is responsible for finding a resolution to the problem, and is assigned by the Problem Manager. There could be many resolvers involved in the investigation and resolution of a problem. Additionally, the Problem Resolvers may exist within other Fujitsu Services delivery units or within POL or associated POL Third Parties.

1.4 Process Metrics and Key Performance Indicators

The following metrics, to be reported monthly, will be used to measure effectiveness of the process and drive performance of the process and overall service in general:

- Number and impacts of incidents occurring before root problem is identified and resolved
- Number of repeat incidents following corrective action
- Number of problem records arising from pro-active actions and trend analysis
- Number of changes arising from proactive actions
- Percentage of problem records without an action plan
- Average length of time to resolve problems
- Number of incidents closed without a KEL
- The number of Problem Records arising from Managed Changed (MSC,CP) activities.
- The number of Problem Records arising from the implementation of new services/major releases.

1.5 Problem Information Management.

1.5.1 Problem Records

The Problem Records for POA are held on the TRIOLE Service Desk application.

The POA Problem Managers are required to select the Role - POA Resolver to access POA incidents and problems

To access the POA problem Record Databases authorised individuals, including the POA Problem Managers will need to:

Select 'Service Desk' tab

Click on 'Search' and select 'Problem'

Select the 'Tenant' field and ensure the applicable POA Problem team is selected. By selecting Empty on the 'Active' field all open and closed Problem Records for the selected POA Problem team will be display.

To check for open Problem Records follow the same process but select Open on the Active field.

1.5.2 Problem Action Plans/Reports



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Within the POA Service Management Portal

(http://sites.cafevik.fs.fujitsu.com/sites/00672/Service_Management/BCP/Forms/AllItems.aspx)

Problem Managers can access the Problem Action Plans by:

Selecting from the left-hand column - Service Support, select Problem Records, select Weekly Problem Logs YYYY (enter the current year), then select the applicable report, e.g., the latest date.

These reports are held within a spreadsheet which contains three tabs; Horizon, POLSAP and Closed. Select the appropriate tab on Horizon and POLSAP to see the latest status of the planned actions for open problem records.

Problem Managers can provide updates to the Action Plans by 'checking out' the latest spreadsheet, and incorporating updates to existing problems within the spreadsheet and creating new entries for applicable new problems. After updating the spreadsheet it must be checked back-in with the current date and a brief note.

1.1.3 Known Errors (including Problem Information).

Knowledge Database entries (also referred to as KELs) for POA products are held on the SSC Web Site. It should be noted that the Knowledge facility within TRIOLE Service Desk is not used for POA products.

Problem Managers on being allocated a Problem Record should undertake a search of the KELs held on the SSC Web Site prior to instigating Problem Resolvers to investigate the reported problem further.

KELs can be searched on the SSC Web Site via http://deathstar/SSC2/SSC_KEL/kel_search_menu.jsp

On resolution of a problem record the Problem Manager must liaise with the Problem Resolver to ensure that an appropriate Knowledge Entry is documented in the KEL database on the SSC Web site.

POA Problem Managers have been provided with access details for the SSC Web site.

(For awareness; the HSD and IMT refer to Knowledge Database entries as Knowledge Articles)



2 Process Inputs & Outputs

2.1 Process Inputs

Inputs to this process include:

- Multiple similar Incidents
- Notification to POA Service Management by the HSD or SMC or other SDU of a Problem for which no record exists on the Knowledge Database (KEL) for the specific circumstances associated with an Incident.
- Evidence of an Error
- Problem record raised by a Service Delivery Manager as the result of a direct request from POL e.g. during monthly reviews or on the telephone.
- Problem record raised by a Service Delivery Manager as the result of a direct request from an SDU, apart from Service Desk, who have noticed a trend which needs investigation.
- Outputs from performance metrics where, for example, the SLT is at risk.
- Actions from Major Incidents Availability Reports
- Capacity Reports
- Complaints
- Configuration Management Reports
- Event Records
- External Supplier Records
- Incident Records
- Problem Records
- Release Records
- Request for Change (MSC) Records
- Security Incidents

2.2 Process Outputs

Outputs from this process include:

- Problem records
- New or updated Knowledge entries in the Knowledge Base
- Action plans
- A workaround
- A permanent solution where commercially feasible
- Recorded problem closure for all resolved problems Proactive feedback and advice to users
- Improved IT Services
- Reduced Incident volume
- Contribution to a Continuous Service Improvement Plan (CSIP)
- Contribution to the Business Continuity Plan
- Management communication and information
- Escalations to the POA or POL
- Request for Change (CPs)
- Operational change requests (MSCs)
- Risk Identification
- Service Level Reporting
- Trend Analysis



3 Risks & Dependencies

3.1 Risks

The following define the risks to the successful delivery of the process:

- Insufficient time and resource to build and maintain a Knowledgebase
- Break in the communications chain to third parties. Containment is to invoke escalation procedures
- Resistance by parties to carry out pro-active recommendations to reduce number of Incidents. Containment is to investigate and address any issues, before escalating to senior management
- Increased business and operational impact through lack of Problem progress updates to POL.
- Unavailability of sufficient support unit staff
- Unavailability of sufficient tools for problem diagnosis
- Non-availability of KEL or call management systems
- The provision of inadequate staff training
- Unavailability of systems for evidence gathering
- Loss of any infrastructure component which links support systems to the live estate

3.2 Dependencies

This process is dependent on:

- Effective use of the process by IMT and SDUs
- Effective routing of Problems to SDUs and third parties
- Effective escalation procedures within Fujitsu, POL and third parties
- POL acceptance of feedback, contributing to end user education and reduced Incident rates
- Effective collaboration diagnosis between SDU's and third parties



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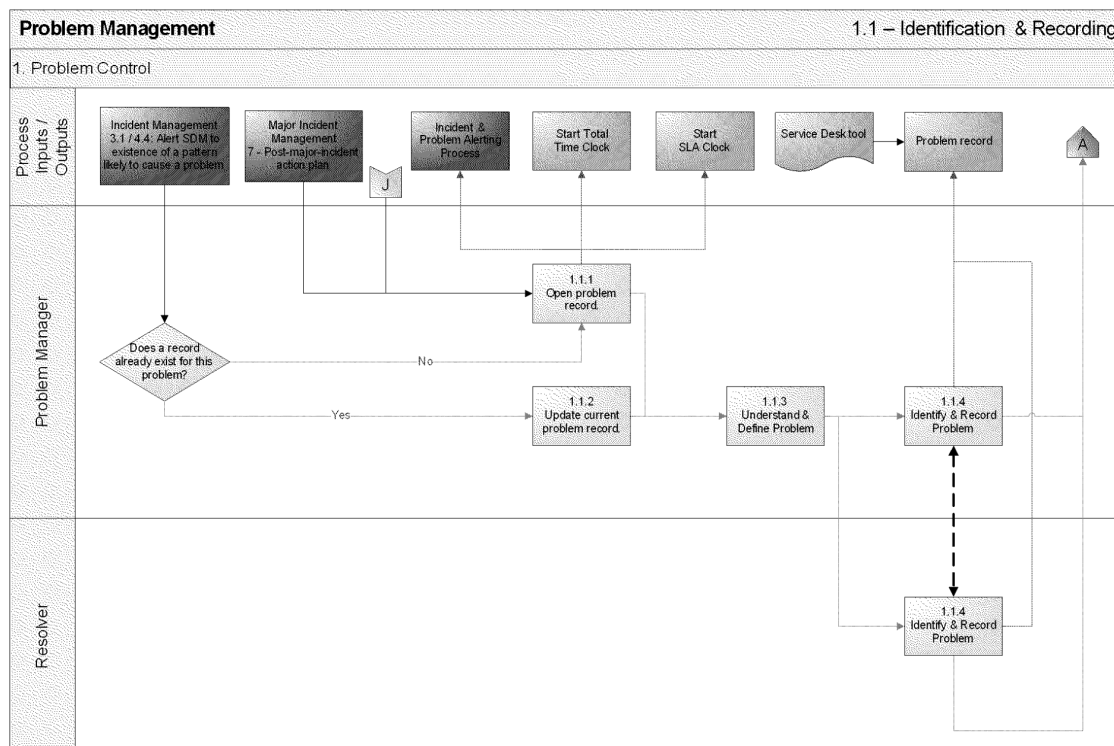


4 Process

Step Number	4.1.1 to 4.1.3	4.2.1 to 4.2.3	4.3	4.4.1 to 4.4.2	4.5.1
Action	Problem Control: Identification, Classification and Investigation	Error Control: Identification, Workaround/Resolution and Closure	Trend Analysis	Knowledge Management	Problem Review,
Role	Problem Manager and Problem Resolver	Problem Manager and Problem Resolver	HSD, SMC, Problem Manager, and Problem Resolver	Problem Manager	Problem Manager

4.1 Problem Control

4.1.1 Problem Identification and Recording





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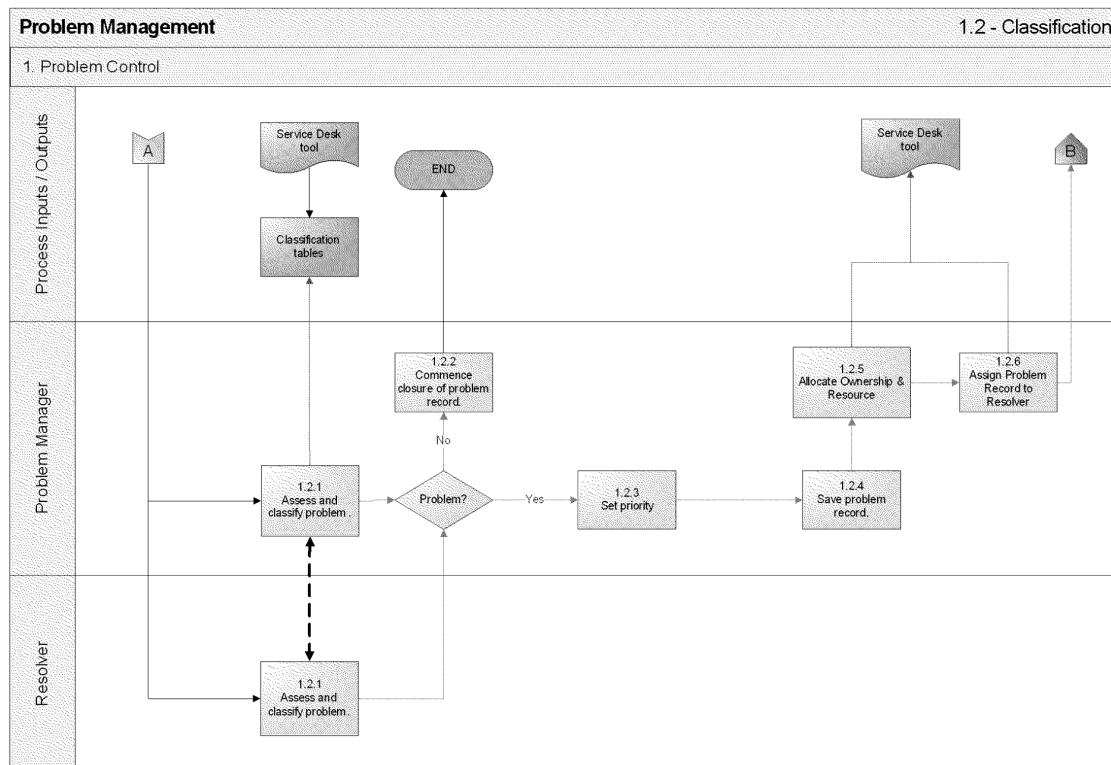
4.1.1 Problem Identification and Recording				
Step No	Current Situation/Input	Activities	Accountability Responsibility	Next Step
1.1.1	New Problem?	A Problem Record is opened following a Major Incident, in relation to trend analysis, or as the result of an Incident for which there is no existing problem record being received through contact (see definition in Section 2.0 above) with the HSD or SMC from: <ul style="list-style-type: none">• Users• Fujitsu SDUs• POA IT Service Management• Third Parties• Fujitsu Service Delivery Management	Problem Manager	1.1.2
1.1.2	Existing Problem?	If a Problem Record already exists, it should be updated and the new Incident should be attached as a Child. If a KEL or workaround exists it should be implemented at this stage, but the Problem Management process should still be followed to ensure that a resolution is found if possible.	Problem Manager	1.1.3
1.1.3	Problem definition	<ul style="list-style-type: none">• The Problem Manager should understand and define the scope of the problem.	Problem Manager	1.1.4
1.1.4	Problem recording	<ul style="list-style-type: none">• The Problem Manager and Resolver should identify and record the problem and proceed to step 1.2.1	Problem Manager	1.2.1



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4.1.2 Problem Classification



4.1.2 Problem Classification				
Step No	Current Situation/Input	Activities	Accountability Responsibility	Next Step
1.2.1	'Problem assessment'	The Problem Manager and Resolver assess the problem and capture Sense and Respond codes.	Problem Manager	1.2.2
1.2.2	Confirmation or not of a problem	If the Problem is discovered to not in fact be a problem, the Problem Manager should proceed to step 2.4.6.	Problem Manager	1.2.3 or 2.4.6
1.2.3	Assign Priority	If the Problem is indeed classified as a Problem, Priority should be assigned using the Priority Matrix (see Appendix A)	Problem Manager	1.2.4
1.2.4	Data saving	<ul style="list-style-type: none"> Save the Problem Record 	Problem Manager	1.2.5
1.2.5	Problem allocation	The Problem Manager allocates the problem to the Service team whose area is most affected by the problem, and identifies resources for dealing with the problem.	Problem Manager	1.2.6
1.2.6	Assign to	<ul style="list-style-type: none"> The Problem Manager assigns the Problem 	Problem Manager	1.3.1



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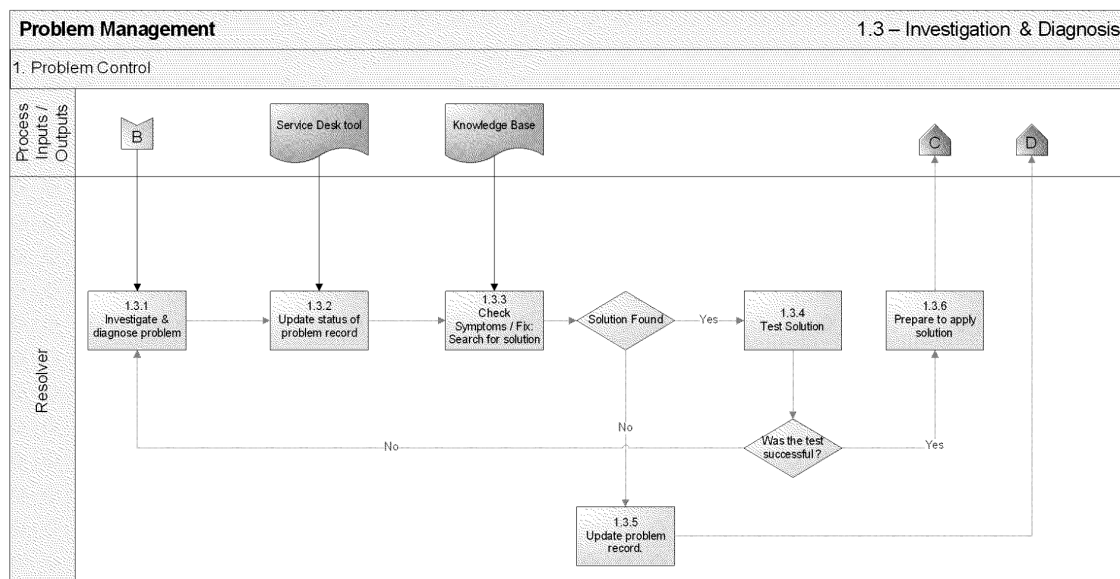
	Problem Resolver	<ul style="list-style-type: none">Record to a particular resolver within an SDU and proceeds to step 1.3.1		
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4.1.3 Investigation and Diagnosis

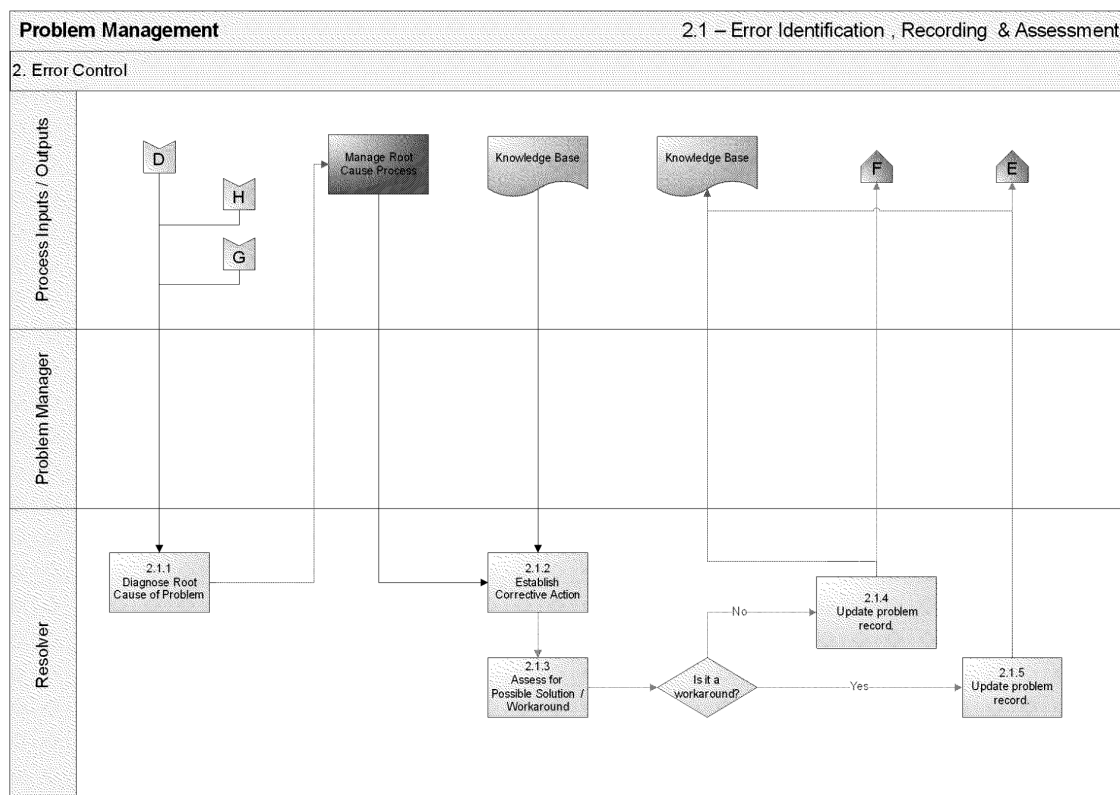


4.1.3 Problem Investigation and Diagnosis				
Step No	Current Situation/Input	Activities	Accountability Responsibility	Next Step
1.3.1	Investigation	The Resolver investigates and diagnoses the problem.	Problem Resolver	1.3.2
1.3.2	Problem Records up dated	The Resolver updates the status of the problem record.	Problem Resolver	1.3.3
1.3.3	Solution initiation	The Resolver looks for a solution to the problem.	Problem Resolver	1.2.4
1.3.4	Testing solution	If the Resolver finds a solution, it should be tested. If the test is unsuccessful, they should return to step 1.3.1 and recommence diagnosis.	Problem Resolver	1.3.5 or 1.3.1
1.3.5	Solution found?	If a solution can not be found, the Resolver should move to step 2.1.1	Problem Resolver	1.3.6 or 2.1.1
1.3.6	Solution available	<ul style="list-style-type: none"> If the test is successful, the Resolver prepares to apply the solution, moving to step 2.2.1. 	Problem Resolver	2.1.1



4.2 Error Control

4.2.1 Error Identification, Recording & Assessment



4.2.1 Error Identification, Recording & Assessment				
Step No	Current Situation/Input	Activities	Accountability Responsibility	Next Step
2.1.1	RCA	The Resolver performs a Root Cause Analysis of the problem.	Problem Resolver	2.1.2
2.1.2	Corrective action available?	The Resolver establishes the proper corrective action required.	Problem Resolver	2.1.3
2.1.3	Circumvention available?	The Resolver then assesses the problem for a potential workaround.	Problem Resolver	2.1.4
2.1.4	Update KDB	If a workaround is unavailable or inappropriate, the Resolver updates the Knowledge Base and proceeds to step 2.4.1.	Problem Resolver	2.1.5 or 2.4.1
2.1.5	Update PR	If a workaround is available and appropriate, the	Problem Resolver	2.2.1

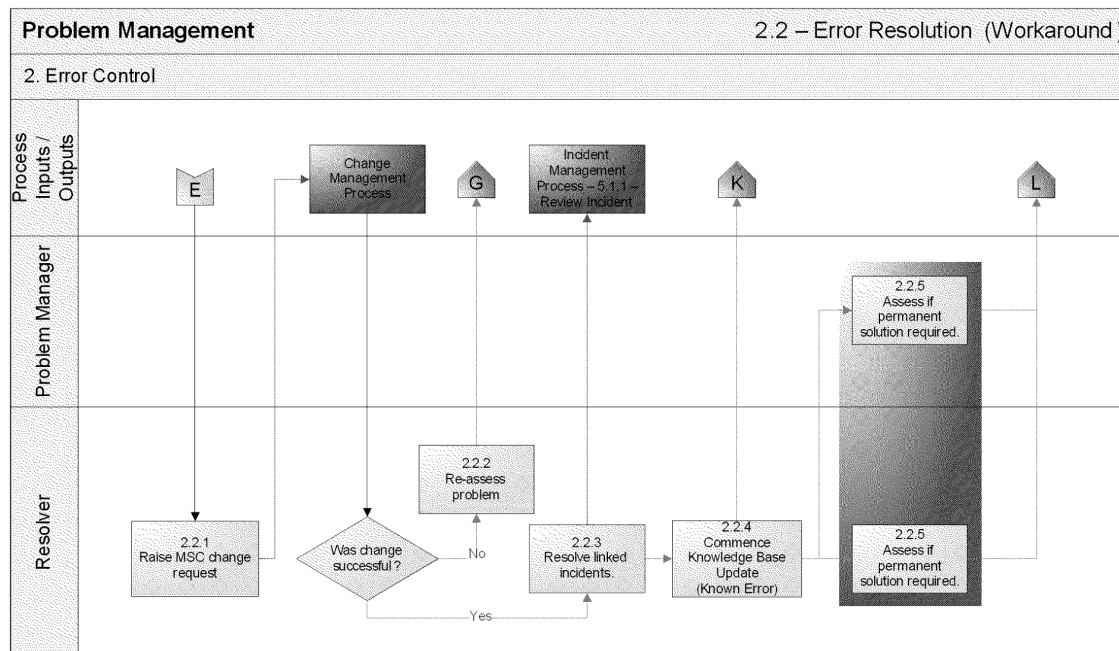


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	and KDB.	Resolver updates the Problem Record and Knowledge base and proceeds to step 2.2.1.		
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4.2.2 Error Resolution



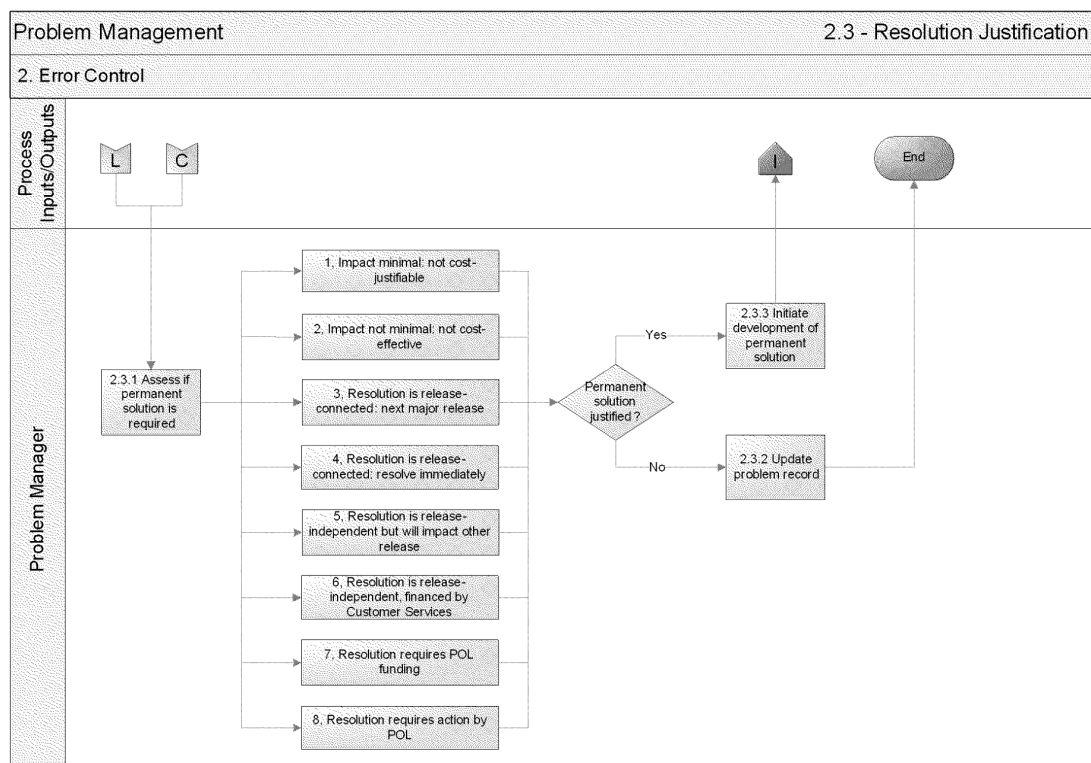
4.2.2 Error Resolution				
Step No	Current Situation/Input	Activities	Accountability Responsibility	Next Step
2.2.1	Work around available?	If a workaround is available and appropriate, the Resolver raises a MSC change request.	Problem Resolver	2.2.2
2.2.2	Work around available?	If the change was unsuccessful, the Resolver proceeds to step 2.1.1.	Problem Resolver	2.2.3 or 2.1.1
2.2.3	Resolve child incidents/PRs	If the change was successful, the Resolver resolves any linked 'Child' issues.	Problem Resolver	2.2.4
2.2.4	Update KDB.	The Resolver then updates the Knowledge Database with a KEL.	Problem Resolver	2.2.5
2.2.5	Permanent solution required?	The Resolver and the Problem Manager assess the situation to decide if a permanent solution is required, and proceed to step 2.3.1.	Problem Manager Problem Resolver	2.3.1



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4.2.3 Resolution Justification



4.2.3 Resolution Justification				
Step No	Current Situation/Input	Activities	Accountability Responsibility	Next Step
2.3.1	Permanent solution justified?	<p>The Problem Manager and the Resolver assess whether a permanent solution is justified. There are eight possible outcomes to this.</p> <p>1, The impact is deemed minimal and thus the resolution is not cost-justifiable.</p> <p>2, The impact will not be minimal, but the resolution is not cost-effective.</p> <p>3, The resolution is release-connected and can be included in the next major release.</p> <p>4, The resolution is release-connected and should be solved immediately, without waiting for the next major release.</p> <p>5, The resolution is itself release-independent but will have an impact on another release: e.g. the resolution</p>	Problem Manager	2.3.2

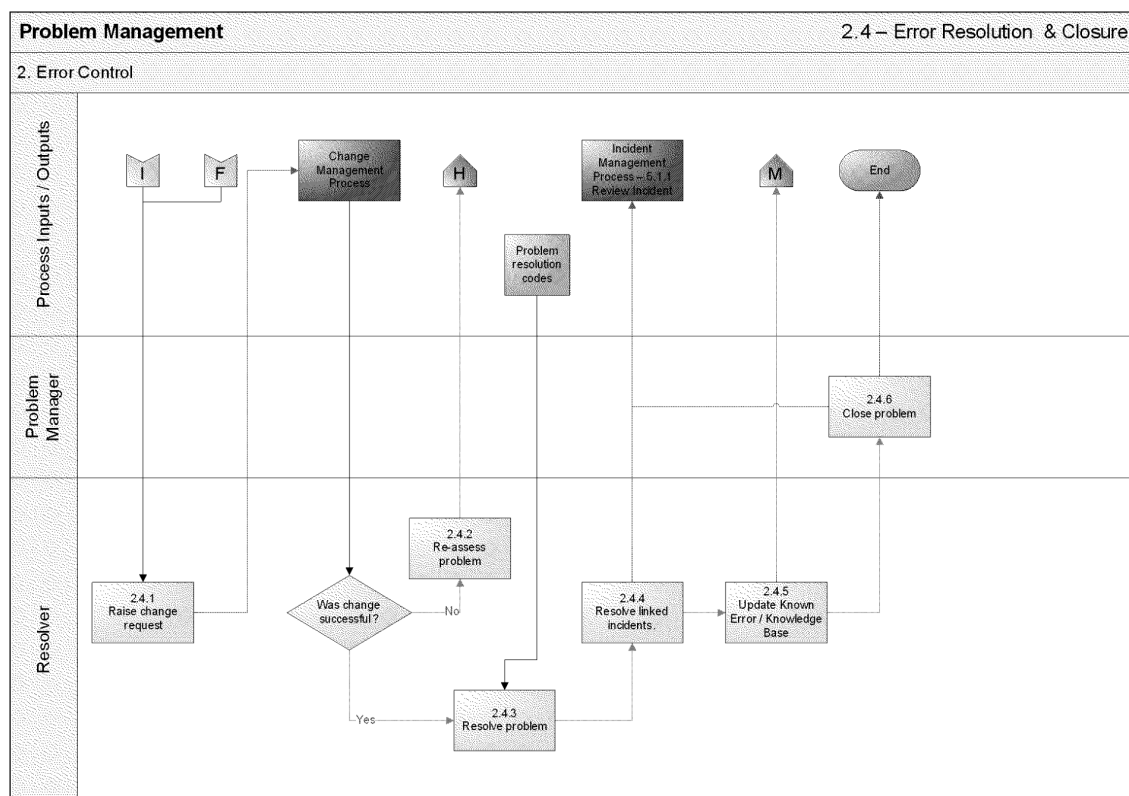


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		requires testing on a test rig, which is already fully booked for testing on a major release and therefore the testing may impact release plans. 6, The resolution is release-independent and can be fully financed by Fujitsu Services Customer Services 7, The resolution requires funding from POL. 8, The resolution requires action by POL or their supplier(s). (Additionally need to allow for Fujitsu incurring costs during this phase, either while the POL / 3rd party make the change or dithers.)		
2.3.2	Suspend PR	If the Problem Manager decides that a permanent solution is not justified, the Problem Record should be made dormant and monitored. Any further reoccurrences will be linked to the original record and the problem can be reassessed for future resolution.	Problem Manager	End
2.3.3	Permanent solution required.	If the Problem Manager decides that a permanent solution is justified, proceed to step 2.4.1.	Problem Manager	2.4.1

4.2.4 Error Resolution & Closure





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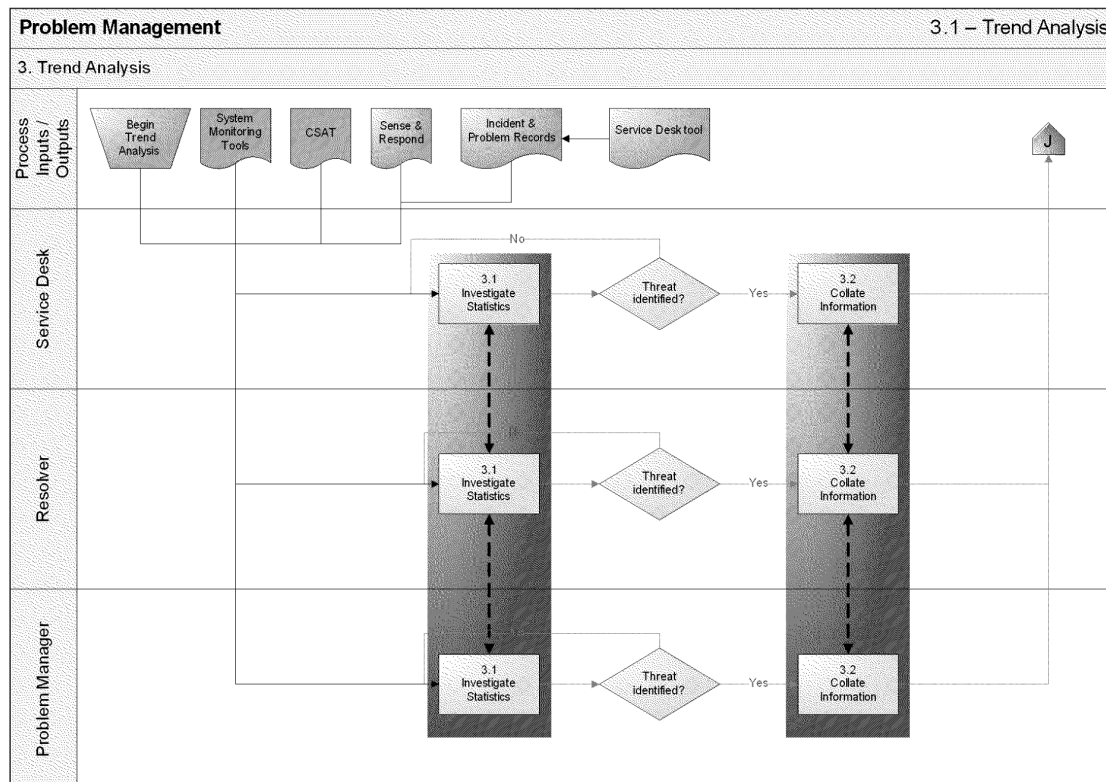
4.2.4 Error Resolution & Closure				
Step No	Current Situation/Input	Activities	Accountability Responsibility	Next Step
2.4.1	Change request & implement	The Resolver should raise a Change Request.	Problem Resolver	2.4.2
2.4.2	Verify if change was successful.	If the Change was not successful, the Resolver should proceed to step 2.1.1.	Problem Resolver	2.4.3 or 2.1.1
2.4.3	Successful change.	If the Change was successful, the Resolver should resolve the problem.	Problem Resolver	2.4.4
2.4.4	Resolve child incidents	The Resolver should then resolve all known linked 'Child' incidents.	Problem Resolver	2.4.5
2.4.5	Update KDB	The Resolver then updates the KEL and Knowledge base.	Problem Resolver	2.4.6
2.4.6	Close PR	<p>The Problem Manager then closes the resolved problem.</p> <p>Where the problem originates in a third parties domain consider if an invoice should be raised for any costs incurred by POA.</p> <p>The POA Problem Manager is to ensure that when a TfS problem record is being closed that it contains:</p> <ul style="list-style-type: none"> • Summary of the root cause of the issue and the resolving action – RCA • The closure approval authority • All related call references, internal and external 	Problem Manager	End



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4.3 Trend Analysis

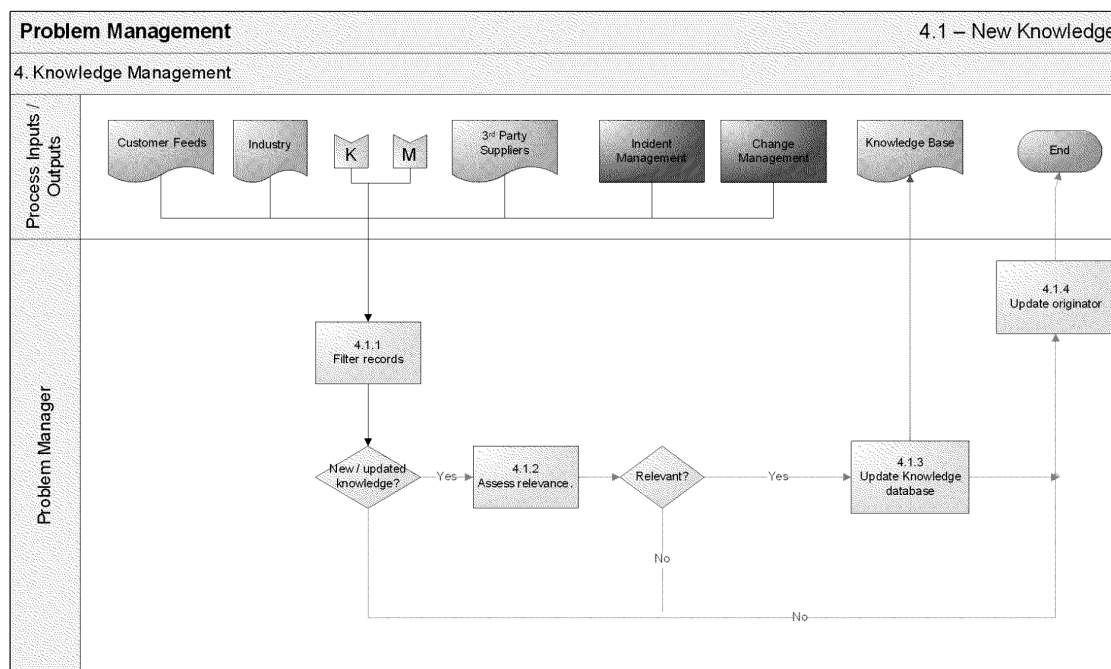


4.3 Trend Analysis (As a guide perform every six months.)				
Step No	Current Situation/Input	Activities	Accountability Responsibility	Next Step
3.1	Review statistics for trends.	The Service Desk, the Problem Manager, and the Resolver should all investigate statistics drawn from System Monitoring Tools, CSAT, Sense and Respond and Incident and Problem Records.	Service Desk Problem Resolver Problem Manager	3.2
3.2	Decide if a threat exists.	If a threat is identified, they should collate all available information and proceed to step 4.1.1. If a threat is not identified, proceed to step 3.1 to continue the trend analysis process.	Service Desk Problem Resolver Problem Manager	4.1.1 or 3.1



4.4 Knowledge Management

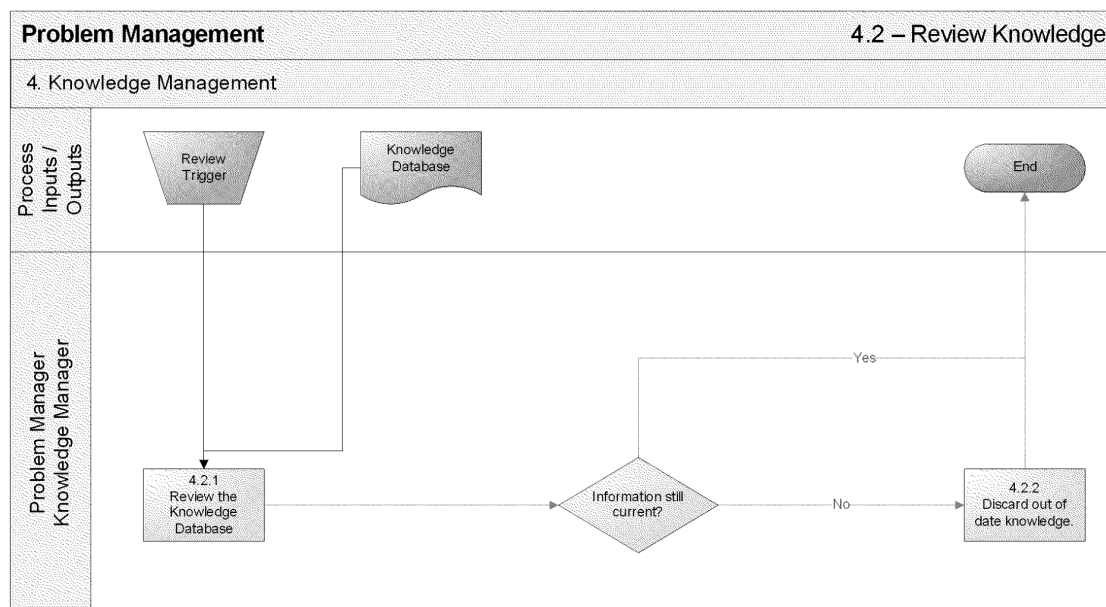
4.4.1 New Knowledge



4.4.1 New Knowledge				
Step No	Current Situation/Input	Activities	Accountability Responsibility	Next Step
4.1.1	Correlate Information	The Problem Manager filters information received from Customer Feeds, the industry, steps 2.2.4 and 2.4.5, Third party suppliers and the Incident Management and Change Management processes.	Problem Manager	4.1.2
4.1.2	Check for new knowledge	If the information is new, the Problem Manager assesses the relevance and proceeds to step 4.1.3. If the knowledge is not new, move to step 4.1.4.	Problem Manager	4.1.3 or 4.1.4
4.1.3	Update Knowledge Database	If the information is new and relevant, the Problem Manager updates the Knowledge base.	Problem Manager	4.1.4
4.1.4	Advise originator	The Problem Manager updates the originator and ends the process.	Problem Manager	End



4.4.2 Review Knowledge

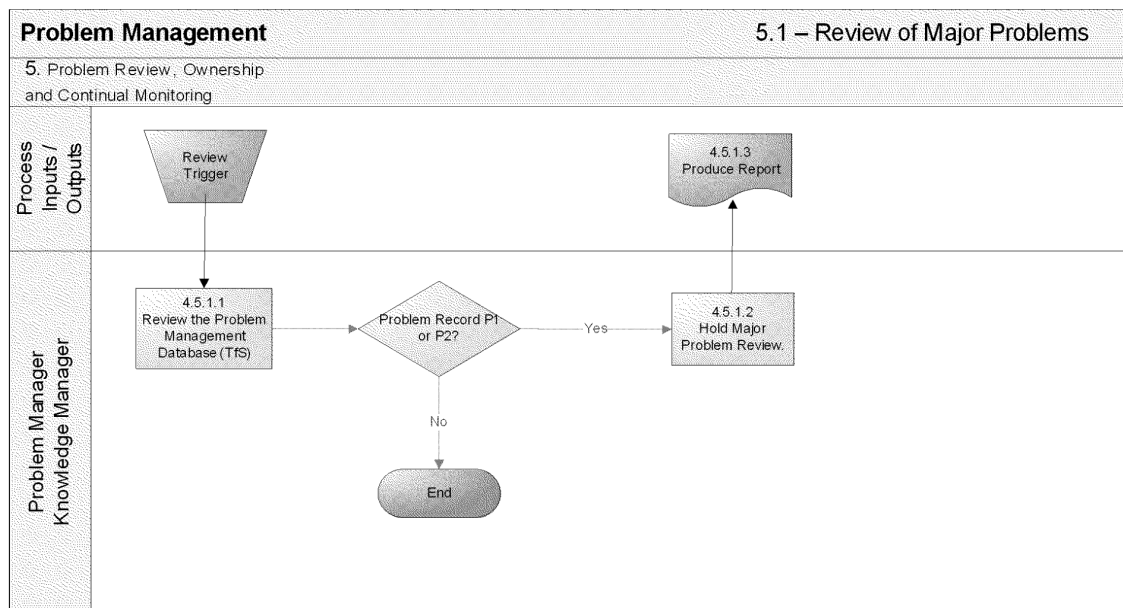


4.4.2 Review Knowledge				
Step No	Current Situation/Input	Activities	Accountability Responsibility	Next Step
4.2.1	Review Knowledge Database	The Problem Manager receives a reminder to review the Knowledge base. (As a guide every six months.)	Problem Manager	4.2.2
4.2.2	Identify obsolete information	If information is out of date, it should be discarded. If information is still current, it should be kept.	Problem Manager	End



4.5 Problem Review, Ownership and Continual Monitoring

4.5.1 Review of Major Problems.



4.5.1 Major Problem Review, Ownership and Continual Monitoring.				
Step No	Current Situation/Input	Activities	Accountability Responsibility	Next Step
5.1.1	Review of Major Problem	The Problem Manager shall review the Problem Management Database on a six monthly basis and shall review all priority P1 and P2 Problem Records. The Problem Manager should invite both internal and external applicable stakeholders to the review	Problem Manager	5.1.2
5.1.2		At the Major Problem Review the Problem Manager shall give consideration to the following: <ul style="list-style-type: none"> • Specific issues encountered by the Resolver Group(s) • Pro-active data and trend analysis results • Continual Service Improvement activities • Those things that were done correctly • Those things that were done wrong • What could be done better in the future and prevent reoccurrences • Where similar Problems or Incidents are likely to occur again or where funding is not available to implement a permanent resolution, include the details of the <u>risk</u> and the proposed treatment actions in the Risk Plan. 	Problem Manager	5.1.3



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		• Updates to the Knowledge Database		
5.1.3		After the Major Problem Review the Problem Manager will issue a report identifying the underlying causes of the reviewed problems, opportunity for improvements and ensuring actions are documented and assigned to the appropriate Actionee (Problem Resolver, Resolver Group or Third Party.) with timescales.	Problem Manager	End



A Appendix: Priority Generation

Incident / Problem Priority generation

A criticality value will be assigned by the account to each of their Classifications, as per the table below:

Criticality	Value (1-5)
Critical	1
High	2
Medium	3
Minor	4
(Cosmetic – Incident only) / Change (Incident & Problem)	5

Based on the value selected by the Agent for the number of users affected, and the Criticality assigned to the Classification they have chosen, an Impact value will be calculated using the table below. For example, if the account has decided that the 'Security.Firewall.Install' Classification has a Criticality of 2, and the number of users affected is 10% - 40%, an Impact value of 2 will be generated.

IMPACT					
Criticality	Number of users affected				
	> 70%	40% - 70%	10% - 40%	< 10%	Single user
1 – Critical Function	1	1	1	1	1
2 - High Impact Function	1	1	2	2	2
3 - Medium Impact Function	2	2	3	3	3
4 - Low Impact Function	3	3	4	4	4
5 - Cosmetic Function or Training System	5	5	5	5	5



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The agent will manually select an Urgency value from the drop down list, based on the following criteria:

Urgency	Definition
1	<ul style="list-style-type: none">Has a significant adverse impact on the delivery of service to a large number of end users.Causes significant financial loss and/or disruption.Results in any material loss or corruption of customer data.For example, incidents with this urgency may affect the COMPANY
2	<ul style="list-style-type: none">Has a moderate adverse impact on the delivery of service to a large number of end usersCauses a financial loss and/or disruption to the customer which is more than trivial but less severe than the significant financial loss described in the definition of an Urgency level of 1.For example, incidents with this urgency may affect a VIP SITE
3	<ul style="list-style-type: none">Has a moderate adverse impact upon the delivery of service to a small or moderate number of end users; <p>For example, incidents with this urgency may affect ALL COUNTERS IN A MULTIPLE COUNTER BRANCH or a SINGLE COUNTER BRANCH</p>
4	<ul style="list-style-type: none">Has a minor adverse impact upon the delivery of service to a small number of end users <p>For example, incidents with this urgency may affect a SINGLE COUNTER IN A MULTIPLE COUNTER BRANCH</p>
5	<ul style="list-style-type: none">Has no impact upon the delivery of service <p>For example, incidents with this urgency may affect a SINGLE PERIPHERAL IN A MULTIPLE COUNTER BRANCH</p>

The Priority is then allocated using a combination of Impact and Urgency, as per the table below.



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PRIORITY					
	Urgency				
Impact	1	2	3	4	5
1	1	1	2	2	3
2	1	2	2	3	4
3	2	3	3	4	4
4	3	3	4	4	5
5	4	5	5	5	5

For example, if the agent decides that the Urgency value is 3, and the Impact has been calculated as 2, then from the Priority table, the Priority should be set as 2. The assigned priority can be overridden if the problem is serious and discussed with the Service Delivery Team Leader, but the Problem Management process must be followed.