Problem Management Procedure

1. **Purpose**

The objective of this process is to be able to easily identify, understand and resolve complex incidents and eventually be able to reduce the number and impact of problems and errors following resolution.

1. **Scope**

The procedure starts with the raised problem ticket and ends with the resolved and diagnosed problem.

1. Narrative
2. The relevant IT Specialist creates a problem ticket during complex and recurring Incidents.
3. The relevant IT Specialist analyses the severity of the problem based on criticality and its business implications and logs, categorises and prioritised the problem accordingly.
4. The relevant Section Manager classifies the problem as to whether intervention from the third party supplier is required.
   1. **Case A – Yes;** in case third party supplier’s intervention is required, proceed to step 3.4.
   2. **Case B – No;** in case third party supplier’s intervention is not required, proceed to step 3.5.
5. The relevant Section Manager discusses with Third Party Solution Provider to find solution for the problem. The Third-party supplier investigates the problem and recommends a solution. Proceed to step 3.6.
6. The relevant Section Manager investigates and diagnoses the problem.
7. The relevant Section Manager checks whether the recommended solution would require a Change Management process to implement.
   1. **Case A – Yes;** in case a change management process is required, proceed to the **“Change Management”** process before continuing to step 3.7.
   2. **Case B – No;** in case a change management process is not required, proceed to step 3.7.
8. The relevant IT Specialist receives feedback from stakeholders (if applicable) and closes the problem.
9. The relevant IT Specialist updates the activity log with details of the problem.
10. The relevant Section Manager conducts a periodic review of the activity logs in order to monitor performance.
11. Problem Management Flowchart



1. **KPIs**

|  |  |
| --- | --- |
| **KPI 1** | |
| Percentage Reduction in Number of Incidents | KPI |
| The percentage reduction in the number of recorded incidents year-on-year due to effective problem management | Description |
|  | Measurement |

|  |  |
| --- | --- |
| **KPI 2** | |
| Backlog of Open Problems | KPI |
| Number of unresolved problems | Description |
| Number of unresolved problems | Measurement |

1. **Definitions**

“Access” is anyone who has the right, opportunity, means of finding, using or retrieving information.

‘‘Agreement” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into obligations, including without prejudice to generality, non-binding undertakings such as memoranda of understanding, amendment or modifications of existing contracts or similar documents.

**“The Authority”** means the Real Estate General Authority.

“Asset” refers to the Authority-owned information, systems or hardware that is used in its activities.

“Contract” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into legally binding obligations.

“Department” means an individual department within the Authority.

“Enterprise Architecture” means a conceptual document which outlines the baseline and target structure to achieve the current and future objectives of the Authority with the goal of having a unified IT structure.

**“Key Performance Indicator (KPI)”** refers to a quantifiable measure used to evaluate the success of an organisation, employee, etc. in meeting objectives for performance.

“Laws and Regulations” means all relevant legislation, laws, regulations and standards.

“Service Desk” is intended to provide a single point of contact ("SPOC") to meet the communication needs to all employees (IT users).

**“Third party”** is an organisation or person that is not a part of the Authority.