Semi-structured guide for the interview with the IT company.

Topics

|  |  |
| --- | --- |
| Topics | Goal |
| * What is the final outcome expected by the process? * The resolution of the incident itself, which in most cases will be that we move from the degradation or interruption of service to the normal provision of service. In some occasions, it will not be an incident, though, because for example there can be a planned stop, and in that case it would not really be an incident. It can also happen that the user considers something is an incident and it is actually not (maybe she thinks that a service is too slow and that is really the expected speed of the service). | Formalize the goal of the process and it is measured |
| * Which are the known (informal) business rules necessary to the process? * When there is a massive incident (it affects many users) a voice-over is provided to inform users so that the line is not overloaded. * SLAs are with providers; users do not know about them. * If there is a very high priority incident, which affects very critical things/systems, or it is massive, that affects many users... it is assigned extreme priority (P0), a “crisis cabinet” is set up, it is necessary to inform every half hour about the state of the service. We have to solve it before "we go to press" * There is a system, Receta21 (for prescriptions), which is used by citizens, and if it fails along the morning, it starts affecting the pharmacies, etc. So, there's a lot of pressure from politicians when that fails. These incidents are not treated like all incidents. * To determine the priority, apart from the impact and the urgency, two other factors come into play: whether the station is important and whether the user is VIP. | Discover the rules that are not explicit in the process model |
| * What are the inputs of process? * Call, mail, or web application 🡪 incident. Information requested: Name/phone/mail, what is wrong and explain it; who is affected? Are you in a position/station of importance (from a list)? | Discover if there is any other input rather than the event of ticket opening (documents, etc.) |
| * What resources (besides human resources, e.g, equipment used by the technicians, devices, etc.) are necessary to the process? * It depends on the type of incident. It can be a screwdriver, or printer toners, servers/software, cables, etc. * When it comes to the user station, there is a software for technicians to enter the user’s computer. * There are documents that contain the steps to follow to solve frequent incidents (kind of FAQ), with simple procedures, etc. Some of them are not written, they are known by the people working there for a long time… | Discover the resources used by actors of the process in their activities |
| * Are there intermediate outputs (like reports, certificates) generated by the process? * Users are informed of important milestones (if they access the tool/web, they can see the status changes of their incidents), but there are more internal changes (passing from one technician to another, comments related to the incident, etc.) that are not shown to users, they are only seen by IT workers. | Discover outputs of specific activities of the process |
| * Which are the conditions, artifacts, products, services, information, that the clients need or have, that could be key to the process? * Users have a sticker on their computers that says: if something happens to you, call CEGES, write an email or contact us through the application. | Understand the context variables associated to the client, whether they are generic or specific of each one. |
| * Which items does the process deal with during its execution? * The ticket and all information gathered throughout the process is stored in the system. All interactions, comments, etc. | Discover the EBE’s (according to the Organon method) |
| * Which are the main activities related to the items mentioned? * Record the incident (key information), determine the priority and to whom it goes (the diagnosis), and resolve it. | Have a first insight about the essential activities |
| * Are the business rules, resources and business objects mentioned before related to those activities? * Not, a priori, thpugh it’s not an easy question to answer. | Associate all the information collected to the main activities |
| * Are there external events that influence the process? Are they related to specific activities? Are they related to the whole process? * If the power is out somewhere in Andalusia, failures of external suppliers (Telefonica, Endesa, etc.), a fire or other disasters. In view of this, a contingency criterion is applied (SLAs change). | Discover external context variables |
| * How many instances are usually started? Is the number of instances stable in time or does it vary according to the day, month, etc? * About 2500. This number, the order of magnitude, is usually stable. Although there is a higher number of incidents that start in the morning than in the afternoon, and in turn than at night. More instances on weekdays (working days) than non-working days. More incidents during working months than during holidays. On the 1st and 15th of the holiday months there are more incidents, at the beginning of Christmas too (in general at the beginning of the holiday periods). | Obtain information about execution of process than can be useful for the context variable extraction |
| * Are there problems of parallelism when there are many instances (few people to take care of them all) or that in general does not suppose a problem? * There is a problem of parallelism when there is an avalanche, and also at peak times of calls, when there are more incidents than people attending, but it is not significant. | Obtain information about resources than can be useful for the context variable extraction |
| * The same activity can be done by different people? What does it depend on? Can the same activity be done differently? What does it depend on? * The recording of incidents can be done by any operator that is free. The technician who will solve the problem will depend on the person in charge, or the one who is closer, the one who is free, the one who knows more about that particular issue (if in the area of printers, for example, it is something specific and that information was given when calling to report the incident, you can take into account which person knows more about it...) | Obtain information about execution of process than can be useful for the context variable extraction |
| * What process attributes from event log can be considered as context information? (Only if the expert knows the event log) * Perhaps the center/area/location, because of the distance (for example, a center in the Sierra de Granada). Although I don't know by heart the attributes of the log. | Discover process attributes related to the process context |

Once internal/external context variables have been extracted, the following table is filled.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name of context variable** | **Possible values** | **Type** (external/internal) | **PPI**  **related** | **If the value varies, will PPI be affected?** (yes/no) |
| Type of center | Heath center or hospital name | internal | Time duration | Yes (depending on the proximity, the time will be shorter) |
| Priority | Level P1, P2 and P3  (high, medium, low) | internal | Time duration | Yes |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |