

Problem Management

Mandatory criteria (need 100%)

1. Does the tool facilitate the creation, modification, and closure of Problem records?

Comments: Yes. The tool provides two (2) methods in which to create a problem record. The Problem Record can be created manually via the 'Search Problems' 'New' tab and, the problem record may be created directly from the Incident Record. The 2nd method will also populate Incident data into the Problem Record and generate a link between them.



Manual Problem Record Creation

NEW PROBLEM

Problem #: Impact: Priority:

Urgency: Item Type: Status:

City: Subcomponent: Manager:

State: Manufacturer: Creation Date: 06 22 2007

Zip: Model #: Close Date:

Problem Description **Problem Fix**

Root cause **Problem workaround**

Incident Problem Record Creation

VIEW INCIDENT

The mandatory edited fields are indicated with an asterisk *

Incident #: 107360 Ref Incident #: *Contract Num: 8068-000 Customer Ref #: I173675 Sub Ref #: 000600070263 Days: 0 Priority: 3 Old Priority: None Status: Open QA Complete: NO Time Zone: -1

*POC: De
Alt POC: Bri
Caller: SD
*Agency: HUD
*Address: 2345 Grand Avenue
*City: Kansas City *State: MO *Zip: 64108
Manufacturer: DELL Model: PowerEdge 2300
*Serial #: 25BR0 *Desor: Server
New Serial #: S/N verified
*Asset Tag #:
*Item Type: Server
Subcomponent: None

Customer contacted after incident closed: Site User contacted:
The Incident was opened as: Local
Problem/Known Error:

Lookup Engineer: *Operator: Guidry, Yves N. (Nino)
TAM: Humes, David J.
SME: Select
BDM: Humes, David J.
Sub: BancTec (MMC)
Sub Rating: 0
Billable:
AR:
Tasks:
SLA Code: R2 BS 24
*SLA Exceptions: Open: Exception Count: 0
Parts Not Shipped: 0

*Opened: 06 22 2007 09 47
Contacted: 06 22 2007 10 00
Dispatched: 06 22 2007 10 05
Confirmed:
On-Site:
Next ETA: 06 22 2007 15 00
Closed:
Part Orders: 0 Last RMA:
Shipped Date:
Urgency:
Impact:
Incident Type:
Incident Closure Type:
Pending Action:
SLA Type: Calculated SLA SLA Met?
Response: 0.22 4

Problem Record listing

Problem#	Problem Description	Manager	Status	Creation Date	Close Date
INCIDENT [107360] RELATED PROBLEMS					

Problem Record Populated with Incident Data

NEW PROBLEM

Problem #: Impact: Priority:

Urgency: Item Type: Status:

City: Subcomponent: Manager:

State: Manufacturer: Creation Date: 06 22 2007

Zip: Model #: Close Date:

Problem Description **Problem Fix**

Root cause **Problem workaround**

SERVER:
PRINTING : Customer is reporting that her

2. Does the tool facilitate the automatic generation of time and date stamping for new Problem records?

Comments: Yes. Time and date stamps are applied automatically to the record.

NEW PROBLEM

Problem #: New Problem Impact: Select Priority: Select

Urgency: Select Item Type: Server GO Status: Problem

City: Kansas City Subcomponent: Select Subcomponent Manager: Vespe, Robert R.

State: MO Manufacturer: DELL Creation Date: 06 22 2007

Zip: 64108 Model #: PowerEdge 2300 Close Date:

Problem Description **Problem Fix**

SERVER: 8

PRINTING : Customer is reporting that her

Root cause **Problem workaround**

3. Does the tool support the ability to distinguish between an Incident, Problem, and Known Error?

Comments: Yes. The Problem Record maintains the ability to distinguish between an Incident, Problem, and Known Error. The status identifies a Problem or Known error, and the 'Related Incidents' field identifies all associated Incident records if applicable.

VIEW PROBLEM

Problem #: 3 Impact: 1 Priority: 1

Urgency: 1 Item Type: Printer Status: Problem

City: Columbus Subcomponent: Case Parts Laser Manager: Vespe, Robert R.

State: OH Manufacturer: DELL Creation Date: 06 19 2007

Zip: 43215-2463 Model #: M5200 Closed Date:

Problem Description **Problem Fix** **Related Incidents**

PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray.
PRINTER: Customer states the printer does

#BF-TC 06/18/07 11:30
#BF-SR 06/18/07 11:30
jin replaced the cover cable
Entered on: 6/18/2007 12:06:21 PM

106545 View

Root cause **Problem workaround**

Premature Door Switch Failure

Select Status
Problem
Known Problem
Closed

4. Does the tool facilitate the automated matching of Incidents to Problems and Known Errors?

Comments: Yes. The tool matches Incidents to Problem records which may be identified as Problem or known error.

Incident Record

VIEW INCIDENT

The mandatory edited fields are indicated with an asterisk *

Incident #: 106545 Ref Incident #: *Contract Num: 8068-000 Customer Ref #: I168639 Sub Ref #: Days: 5 Priority: 1 Old Priority: None Status: Closed QA Complete: NO Time Zone: 0

*POC: *PH: 61 Cust Order #: *Operator: Guidry, Yves N. (Nino) *Opened: 06 13 2007 08 54

POC @: iv Lookup Engineer: Select Contacted: 06 13 2007 09 29

Alt POC: Ph: Engineer: Dispatched: 06 13 2007 09 33

Caller: SD Ph: *TAM: Seager, Terence P. Confirmed: 06 13 2007 10 55

*Agency: HUD *Address: 200 North High Street SME: Bohner, Frederick V. On-Site: 06 14 2007 11 15

*City: Columbus *State: OH *Zip: 43215-2463 BDM: Humes, David J. Next ETA: 06 18 2007 13 30

Manufacturer: DELL Model: M5200 Sub: Computing Resource Maint Closed: 06 18 2007 11 30

*Serial #: 41S3H21 *Descr: Printer Sub Rating: 3 Part Orders: 1 Last RMA:

New Serial #: S/N verified Billable: Shipped Date: 06 15 2007

Asset Tag #: 047224 *Item Type: Printer AR: Urgency: 1

Subcomponent: Other SLA Code: W2 BS 24 Incident Type: Support Impact: 1

Customer contacted after incident closed Site User contacted *SLA Exceptions: Exception Open: Exception Count: 0 Incident Closure Type: Select

The Incident was opened as: Local Parts Not Shipped: 0 Pending Action: Select

Problem/known Error 1

SLA Type Calculated SLA SLA Met ?

Response: 0.59 4

On-Site: 26.35 0

Repair: 74.6 32

Incident Description: Incident Fix: Comments:

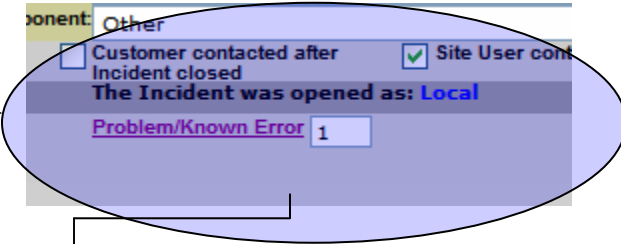
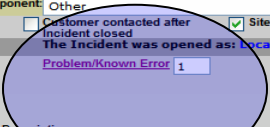
PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray. #BF-TC 06/18/07 11:30 UPDATE: System board delivered, Short cable ordered from vendor to ship Friday 6/15, service scheduled for Monday 6/18/07

PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray. #BF-SR 06/18/07 11:30 jin replaced the cover cable

Entered on: 6/18/2007 12:06:21 PM by:Reed,

Payment by: Select Account/PO#: CC Type: Select Invoice Date: Log Entry:

Amount: Exp Date: Invoice #: Sub Labor Hours: 2.75 Sub Labor Cost: 148.75 Cost of Parts:



Associated Problem Records

SELECT PROBLEM

Problem#	Item Type	Mfr	Model	Manager	City	State	Zip	Priority	Impact
3	Printer	DELL	M5200	Vespe, Robert R.	Columbus	OH	43215-2483	1	1

VIEW PROBLEM

Problem #: 3 Impact: 1 Priority: 1

Urgency: 1 Item Type: Printer Status: Problem

City: Columbus Subcomponent: Case Parts Laser Manager: Vespe, Robert R.

State: OH Manufacturer: DELL Creation Date: 06 19 2007

Zip: 43215-2463 Model #: M5200 Closed Date:

Problem Description **Problem Fix** **Related Incidents**

PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray. #BF-TC 06/18/07 11:30 106545

PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray. #BF-SR 06/18/07 11:30 jin replaced the cover cable

Entered on: 6/18/2007 12:06:21 PM

Root cause **Problem workaround**

Premature Door Switch Failure

5. Does the tool support the ability to route and assign Problem records to pre-defined support staff or groups?

Comments: Yes. The Problem record is assigned to the Individual who created the Problem record. It may be modified to identify a support staff member or support group.

The screenshot shows the 'VIEW PROBLEM' interface with the following details:

- Problem #:** 3
- Impact:** 1
- Priority:** 1
- Urgency:** 1
- Item Type:** Printer
- Status:** Problem
- City:** Columbus
- Subcomponent:** Case Parts Laser
- Manager:** Vespe, Robert R. (highlighted with a blue oval)
- State:** OH
- Manufacturer:** DELL
- Creation Date:** 06/19/2007
- Zip:** 43215-2463
- Model #:** M5200
- Closed Date:** (empty)

The interface also includes sections for:

- Problem Description:** PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray. PRINTER: Customer states the printer does
- Problem Fix:** #BF-TC 06/18/07 11:30, #BF-SR 06/18/07 11:30, jin replaced the cover cable, Entered on: 6/18/2007 12:06:21 PM
- Related Incidents:** 106545
- Root cause:** Premature Door Switch Failure
- Problem workaround:** (empty)

-
- Tzoumas, Andreas D.
 - Udasco, Roberto C.
 - Van Ormer, Willis N.
 - Vespe, Robert R.**
 - VIATECH
 - viatest
 - Vigen II, Thomas E.
 - Vue, Tim
 - Wakefield, Douglas A.
 - Wald, Michael A.
 - Walker, Ruben
 - Walsh, Patrick P.
 - Warren, Jackowitz
 - Ways, Pat
 - WESTAT
 - Whitman, Peter
 - Wiley, Joshua D.
 - Wilfert, Jason J.
 - Wilke, Jason
 - Williams, H. Wilson
 - Wilson, Angela G.
 - Wilson, David M.
 - Wilson, Kevin
 - Winget, Sean
 - Woods, Michael A.
 - Wrobleski, Andrzej
 - Yoon, Sung W.
 - Zambrano, Raul
 - Zawasky, Patricia V.
 - Zdravkovic, Jovan

6. Does the tool enable impact and urgency codes to be assigned to Problem records?

Comments: Yes.

The screenshot shows the 'VIEW PROBLEM' interface. At the top, there are several dropdown menus: 'Urgency' is set to '1', 'Impact' is set to '1', and 'Priority' is set to '1'. Other fields include 'Item Type' (Printer), 'Status' (Problem), 'Manager' (Vespe, Robert R.), 'City' (Columbus), 'Subcomponent' (Case Parts Laser), 'Manufacturer' (DELL), 'Model #' (M5200), 'Creation Date' (06/19/2007), and 'Closed Date'. Below these are sections for 'Problem Description', 'Problem Fix', 'Related Incidents', 'Root cause', and 'Problem workaround'. The 'Problem Description' section contains text about a printer issue. The 'Problem Fix' section lists two fixes: '#BF-TC 06/18/07 11:30' and '#BF-SR 06/18/07 11:30 jin replaced the cover cable'. The 'Related Incidents' section shows the number '106545'. The 'Root cause' section shows 'Premature Door Switch Failure'. The 'Problem workaround' section is empty. A line from the 'Comments: Yes.' text points to the 'Urgency' and 'Impact' dropdown menus.

7. Does the tool facilitate progress tracking and monitoring of Problems? For example, tracking ownership and responsibility for resolving the Problem.

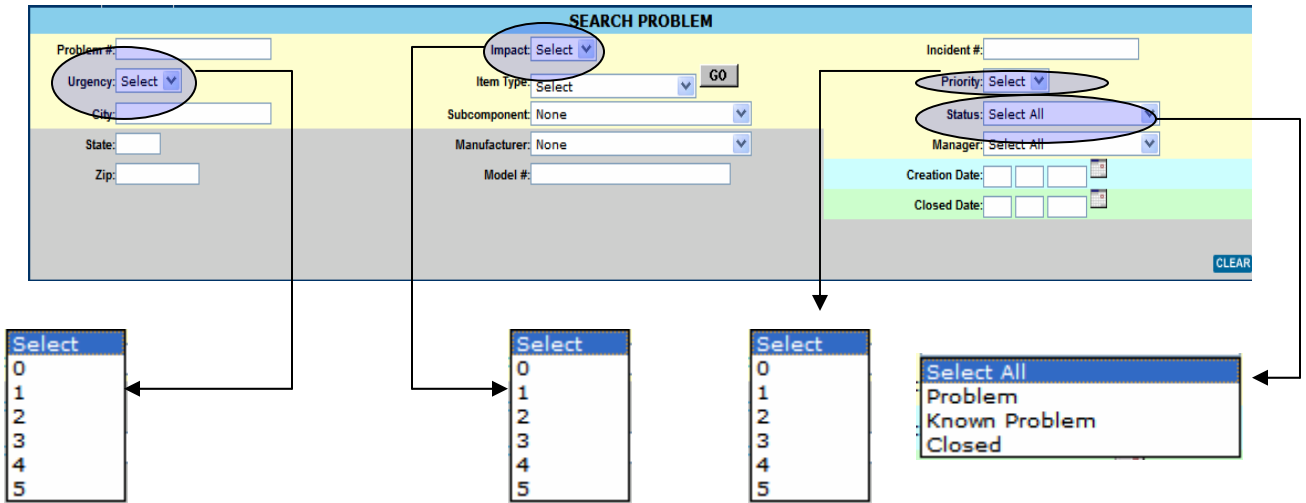
Comments: Yes. The Manager of the record (assigned during the creation of the record) is assigned ownership for resolving the problem.

This screenshot is identical to the one above, but with a line from the 'Comments: Yes...' text pointing to the 'Manager' dropdown menu, which is set to 'Vespe, Robert R.'. The 'Manager' field is circled in blue.

8. Does the tool facilitate the escalation of Problems after pre-defined thresholds have been breached?

Comments: Yes. There are several methods to facilitate the escalation of Problems.

- 1- Create a list of Problem Records via the 'Search Problem' screen based upon the status, Urgency, Impact, and Priority.

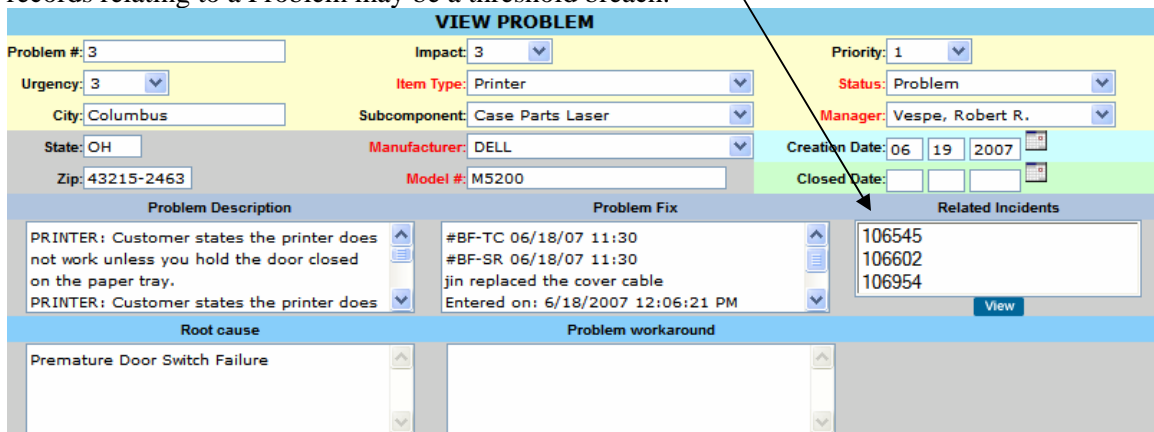


- 2- Using a saved ad-hoc report, pull a Problem record listing depicting the number of incidents associated to the non-closed problem or known problem records.

Saved Ad-hoc Query (lists the number of associated Incidents to non-closed Problem Records)

ProblemID	COUNT(ProblemIncidents.ProblemID)
3	3
4	1

Problem Record # 3 from the above list showing the 3 Incidents associated to it, the number of records relating to a Problem may be a threshold breach.



9. Does the tool provide historical data on Problems and Known Errors for use by support staff during the investigation process?

Comments: Yes. Support Staff may interrogate historical data by using the Problem search screen or the ad-hoc reporting system. Using the search screen, any single field or combination of fields may be interrogated. Using the ad-hoc reporting system, reports tailored to ones needs may be executed and saved for future requirements. The ad-hoc reporting system has the capability of combining multiple tables (Problem and Incident tables) for in-depth analysis.

Problem Search Screen

Search Screen Output List

SELECT PROBLEM										
Problem#	Item Type	Mfr	Model	Manager	City	State	Zip	Priority	Impact	
<input type="radio"/> 1	None	OTHER	xyz	Hadjikyriakou, George				1	1	
<input type="radio"/> 2	PC	HP	test	Fellers, Bridget S.				2	1	
<input type="radio"/> 3	Printer	DELL	M5200	Vespe, Robert R.	Columbus	OH	43215-2463	1	1	
<input type="radio"/> 4	Printer	HP	4600	Vespe, Robert R.	Washington	DC	20410	1	3	

Problem Record

Problem Description
 PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray.
 PRINTER: Customer states the printer does

Problem Fix
 #BF-TC 06/18/07 11:30
 #BF-SR 06/18/07 11:30
 jin replaced the cover cable
 Entered on: 6/18/2007 12:06:21 PM

Root cause
 Premature Door Switch Failure

Related Incidents
 106545

Ad-hoc Reporting System

Sample ad-hoc Report

A	B	C	D	E	F	G	H
ProblemID	SvcCallID	CreationDate	Model	ProblemDescr	RootCause	DateIncidentOpened	Description
3	106545	6/19/2007	M5200	PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray. □ PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray. Customer states legal paper tray appears to have been taped in the past. Please assist. □ HUD ID#047224 □ Dell M5200 □ Printer name:CCOL_PIH_DellM5200_PCL on CLLBNFP001 □ Floor:7th □ Room: PIH	Premature Doo	6/13/2007	Printer

10. Does the tool facilitate the generation of customizable management reports? For example, can the tool facilitate trend analysis reports to identify potential Problems before they occur?

Comments: Yes. The Problem Management system facilitates the generation of customizable management reports from the problem records as illustrated in the previous question (question #9).

Additionally, CENTRE maintains a Potential Problem Management System (PPMS) to identify trends and notify individuals or groups as stated thresholds occur. The PPMS tool is built upon the ad-hoc reporting system criteria, and allows one to select any field or group of fields from the Incident records. Using the Problem entry screen combined with the ad-hoc selection criteria provides the user with infinite methods to select records to identify potential issues before they become problems.

PPMS Screen to Monitor HP Fuser Failures if it detects 3 or more failures within the past 120 days. This scan executes daily and uses the ad-hoc scan parameters (select query) to extract data and generate a report for analysis.

PPMS Scan Request

VIEW POTENTIAL PROBLEM SPECIFICATION SCAN REQUEST

Scan Request Name: Abnormal Fuser Usage
 Description: Find Fuser Repairs within the last 120 days
 Scan request query: HP Fuser Replacement
 Priority Level: 1
 Problem Status: Unknown Issue
 Scan Status: Inactive (This scan request will only be executed if Active)
 Scan Number of Days Prior to Current Date: 120
 Scan on Date Column: SrvcCall.DateClosed (Select the Date Column upon which to apply the Number of Days query)
 Scan Frequency Type: Hours (Select Hours or Days)
 Scan Frequency Value: 1
 Number of Matches: 3
 Problem Assigned To User: Vespe, Robert R.
 Alert Notification Email Address: robert.vespe@itgonline.com
 Enable Email Notification: Yes
 Select Query: Select SrvcCall.SrvcCallID as [ServiceCallNumber],SrvcCall.DateClosed as [DateClosed],SrvcCall.MfrName as [ManufacturerName],SrvcCall.Model as [Model] from SrvcCall SrvcCall where SrvcCall.ContractID in (Select ContractID from GroupContracts where UserGroupID=68) and (SrvcCall.MfrName Like 'HP') AND (SrvcCall.SubcomponentID = 84)[@DateParam] Order By SrvcCall.SrvcCallID ASC

Output Report

Potential Problem Records fetched for Scan Request [Abnormal Fuser Usage]						
PPRecordID	PPGroupID	DateTimeCreated	ServiceCallNumber	DateClosed	ManufacturerName	Model
3020	11	11/1/2006 12:00:06 AM	81375	7/6/2006	HP	LJ 3700
3021	11	11/1/2006 12:00:06 AM	81547	7/11/2006	HP	LJ 3700
3022	11	11/1/2006 12:00:06 AM	81737	7/13/2006	HP	LJ 2500
3023	11	11/1/2006 12:00:06 AM	81751	7/13/2006	HP	LJ 5Si
3024	11	11/1/2006 12:00:06 AM	82016	7/20/2006	HP	LJ 3700
3025	11	11/1/2006 12:00:06 AM	82053	7/20/2006	HP	LJ 4100
3026	11	11/1/2006 12:00:06 AM	82288	7/21/2006	HP	4100
3027	11	11/1/2006 12:00:06 AM	82329	8/24/2006	HP	8100

11. Does the tool facilitate the entry of free text for the recording of Problem descriptions and resolution activities?

Comments: Yes. There are four (4) free text fields.

Integration Criteria

Change Management

1. Does the tool facilitate secured and controlled access to Change Management information such as Change schedules and Change history?

Comments: Yes. Access to CENTRE is provisioned by user ID and passwords at all screen field viewing/modifying and reporting levels.

*From:
'ITG CENTRE Introduction'
Document Control # 180-v2*

1. *System Administrator attributes. The System Administrator attributes allow control to be exercised over the Users of "ITG CENTRE" by assigning permissions, passwords, and controlling the Users' ability to see and manipulate data within the system.*
- Each time the RFC record is modified:
 - o The 'Date Last Updated' and 'Last Updated By' information is captured.
 - o The Record may only be edited by the issuer or the Chairman/Deputy Chairman until the 'Status is set to 'Approved', then, ***only*** the Chairman/Deputy Chairman or the 'Assigned To' individual may edit the record.
 - o Each time a change is made to the record's main page, the details of the change are chronologically reflected in the 'Track Changes' field.

2. Does the tool facilitate the association and maintenance of the relationships between Known Error records and RFCs?

Comments: Yes. The relationships between the Problem Record and RFC's are maintained on the Problem Record.

Problem Record Maintains links to the RFC

The screenshot shows the 'VIEW PROBLEM' interface. At the top, there are navigation buttons: 'New', 'Edit Problem RFC' (highlighted with a blue circle), and 'Help'. Below this is a form with various fields: Problem # (3), Impact (3), Priority (3), Urgency (3), Item Type (Printer), Status (Problem), City (Columbus), Subcomponent (Case Parts Laser), Manager (Vespe, Robert R.), State (OH), Manufacturer (DELL), Creation Date (06/19/2007), Zip (43215-2463), and Model # (M5200). There are also sections for 'Problem Description', 'Problem Fix', and 'Related Incidents'. Below the form is a table titled 'RFCs FOR PROBLEM [3]'.

Change Request #	Change Request Name	Change Authority	Issued Date	Approved Date	Priority	Status
57	Add an additional line entry titled 'Related RFC's on the PPMS Screen	Software Engineering MRB	1/26/2007 4:17:15 PM	2/8/2007 10:28:52 AM	HIGH	Closed
102	Modification of the RFC Labels and Table Elements	Software Engineering MRB	6/22/2007 5:21:55 PM	6/22/2007 5:21:55 PM	MEDIUM	Approved

Problem Record automatically creates the RFC Configuration Item link within the RFC Record

The screenshot shows the 'VIEW CHANGE REQUEST [57]' interface. At the top, there are navigation buttons: 'New', 'Affected Departments', 'Affected Contracts', 'Change Analysis', 'Post Implementation Review', 'Attachments', and 'Configuration Items' (highlighted with a blue circle). Below this is a form with various fields: Change Request Name (Add an additional line entry titled 'Related RFC's on the PPMS Screen'), Change Type (Standard Change), Classification (Select), Change Authority (Software Engineering MRB), and Proposed Change (Modify the PPMS Scan Request Record. Add an additional field (placed under the <Number of Matches> field) titled <Related RFCs>. This field will be a dropdown box of all RFCs with a check-box selection attribute. The user may select all RFCs that are associated to this problem record. ITIL Requirement). There is also an 'Actions Summary' section. Below the form is a table titled 'CONFIGURATION ITEM SOURCE RECORDS'.

Configuration Item Source Type	Configuration Item Source	KeyColumn Value
Change Request	Contract Assets	174629
Change Request	Problem	3
Change Request	Scan Request	13
Change Request	Scan Request	14
Change Request	Software Requirement	780

3. When a Change has been successfully implemented does the tool facilitate the closure of all associated Known Error records?

Comments: Yes. The RFC maintains the associated Problem record(s) hyperlinks

RFC

VIEW CHANGE REQUEST [57]

Change Request Name: **Add an additional line entry titled 'Related RFC's on the PPMS Screen'**

Classification: Medium Change
 Change Authority: Software Engineering M
 Desired Completion Date: 3/30/2007

Proposed Change: Modify the PPMS Scan Request Record. Add an additional field (placed under the <Number of Matches> field) titled <Related RFCs>. This field will be a dropdown box of all RFCs with a check-box selection attribute. The user may select all RFCs that are associated to this problem record.

ITIL Requirement

Actions Summary:
 2/24/2007 6:14:45 PM - George Hadjikyriakou
 Requirement completed.
 1/31/2007 3:33:34 PM - George Hadjikyriakou
 Created Software Requirement 781 pending review.

Associated CI's

CONFIGURATION ITEM SOURCE RECORDS			
Configuration Item Source Type	Configuration Item Source	KeyColumn Value	
Change Request	Contract Assets	174629	-
Change Request	Problem	3	-
Change Request	Scan Request	13	-
Change Request	Scan Request	14	-
Change Request	Software Requirement	780	-
Change Request	Software Requirement	781	-

Problem Record

VIEW PROBLEM

Problem #: **3** Impact: 3 Priority: 1

Urgency: 3 Item Type: Printer Status: Problem

City: Columbus Subcomponent: Case Parts Laser Manager: Vespe, Robert R.

State: OH Manufacturer: DELL Creation Date: 06/19/2007

Zip: 43215-2463 Model #: M5200 Closed Date:

Problem Description
 PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray.
 PRINTER: Customer states the printer does

Problem Fix
 #BF-TC 06/18/07 11:30
 #BF-SR 06/18/07 11:30
 jin replaced the cover cable
 Entered on: 6/18/2007 12:06:21 PM

Related Incidents
 106545
 106602
 106954

Root cause
 Premature Door Switch Failure

Problem workaround

Configuration Management

1. Does the tool facilitate secure and controlled access to the CMDB to navigate, modify, and extract Problem Management related information? For example, the use of historical CI audit logs.

Comments: Yes. Access to CENTRE is provisioned by user ID and passwords at all screen field viewing/modifying and reporting levels.

From:
'ITG CENTRE Introduction'
Document Control # 180-v2

System Administrator attributes. The System Administrator attributes allow control to be exercised over the Users of "ITG CENTRE" by assigning permissions, passwords, and controlling the Users' ability to see and manipulate data within the system.

CI Item

Item Dependencies View Asset Log Help

VIEW CONTRACT ITEM

Contract Number: 8068-000 POC Phone: Ext: Customer DO #:
 POC: Alt POC: Alt POC Phone: Ext: Customer DO Date:
 Price: Maintenance DO #:
 Serial #: 8G454B1 Serial # Log Serial # Summary Price Type: Maintenance DO Date:
 Old Serial #: Warranty Start: DO Due Date:
 Item Type: Server Warranty End: Ship Date:
 Subcomponent: None Agency: HUD Install Date:
 Model: PowerEdge 2850 Site/Location: 210 Walnut Street, rm 239 Training Date:
 Description: Server Address2: Billable:
 Manufacturer: DELL City: Des Moines Not Active:
 Quantity: State: IA Zip: 50309 Last Mod: 6/26/2007 10:43:11 AM
 CLIN: Lifecycle Status: Installed Last Mod By: Vespe, Robert R.
 Asset Tag: Response SLA Hrs: 0 External Data:
 Urgency: 1 On-Site SLA Hrs: 0 Use PPM Hours for SLA:
 Impact: 1 Repair SLA Hrs: 0 Include Saturday in SLA:
 Priority: 1 Sales Order #: Include Sunday in SLA:
 Comments: System Summary SKU #: Include Holiday in SLA

CI Audit Log - Previous Historical Record View

VIEW ASSET LOG [8G454B1]

Contract Number: 8068-000 POC Phone: Ext: Customer DO #:
 POC: Alt POC: Alt POC Phone: Ext: Customer DO Date: 01 01 1900
 Price: Maintenance DO #:
 Serial #: 8G454B1 Price Type: Maintenance DO Date: 01 01 1900
 Old Serial #: Warranty Start: 01 - 01 - 1900 DO Due Date: 01 01 1900
 Item Type: Server Warranty End: 01 - 01 - 1900 Ship Date: 01 01 1900
 Subcomponent: None Agency: HUD Install Date: 01 01 1900
 Model: PowerEdge 2850 Site/Location: 210 Walnut Street, rm 239 Training Date: 01 01 1900
 Description: Server Address2: Billable:
 Manufacturer: DELL City: Des Moines Not Active:
 Quantity: State: IA Zip: 50309 Last Mod: 10/30/2006 4:13:11 PM
 CLIN: Lifecycle Status: None Last Mod By: Humes, David J.
 Asset Tag: Response SLA Hrs: 0 External Data:
 Urgency: 1 On-Site SLA Hrs: 0 Use PPM Hours for SLA:
 Impact: 1 Repair SLA Hrs: 0 Include Saturday in SLA:
 Priority: 1 Sales Order #: Include Sunday in SLA:
 Comments: System Summary SKU #: Include Holiday in SLA

2. Does the tool differentiate between the criticality of CIs to assist Problem Management staff in classifying Problem records?

Comments: Yes. The criticality of CI's are captured during Incident entry as urgency, impact, and priority. Problem Records have the capability to link these associated Incident records. These associated Incident record(s) may be viewed by Problem Management staff to evaluate and differentiate the criticality of Problem records. Problem management may also view the CI historical summary.

VIEW PROBLEM

Problem #: 3 Impact: 3 Priority: 1
 Urgency: 3 Item Type: Printer Status: Problem
 City: Columbus Subcomponent: Case Parts Laser Manager: Vespe, Robert R.
 State: OH Manufacturer: DELL Creation Date: 06 19 2007
 Zip: 43215-2463 Model #: MS200 Closed Date:

Problem Description
 PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray.
 PRINTER: Customer states the printer does

Problem Fix
 #BF-TC 06/18/07 11:30
 #BF-SR 06/18/07 11:30
 jin replaced the cover cable
 Entered on: 6/18/2007 12:06:21 PM

Related Incidents
 106545 View

Root cause
 Premature Door Switch Failure

Problem workaround

VIEW INCIDENT

The mandatory edited fields are indicated with an asterisk *

Incident #: 106545 Ref Incident #: *Contract Num: 8068-000 Customer Ref #: 1166639 Sub Ref #: Days: 5 Priority: 1 Old Priority: None Status: Closed QA Complete: NO Time Zone: 0

*POC: POC @: id.gov Ph: Cust Order #: Lookup Engineer: Select *Opened: 06 13 2007 08 54
 Alt POC: Ph: Engineer: Contacted: 06 13 2007 09 29
 Caller: SD Ph: *Operator: Guidry, Yves N. (Nino) Dispatched: 06 13 2007 09 33
 *Agency: HUD TAM: Seager, Terence P. Confirmed: 06 13 2007 10 55
 *Address: 200 North High Street SME: Bohner, Frederick V. On-Site: 06 14 2007 11 15
 *City: Columbus *State: OH *Zip: 43215-2463 Next ETA: 06 18 2007 13 30
 Manufacturer: DELL Model: MS200 Sub: Computing Resource Maint Closed: 06 18 2007 11 30
 *Serial #: 41S3H21 *Descr: Printer Sub Rating: 3 Part Orders: 1 Last RMA: Urgency: 1
 New Serial #: S/N verified Billable: Shipped Date: 06 15 2007 Impact: 1
 Asset Tag #: 047224 Tasks: 0 Incident Type: Support Pending Action: Select
 Item Type: Printer *SLA Code: W2 BS 24 Incident Closure Type: Select
 Subcomponent: Other *SLA Exceptions Exception Open: Exception Count: 0

VIEW CONTRACT ITEM

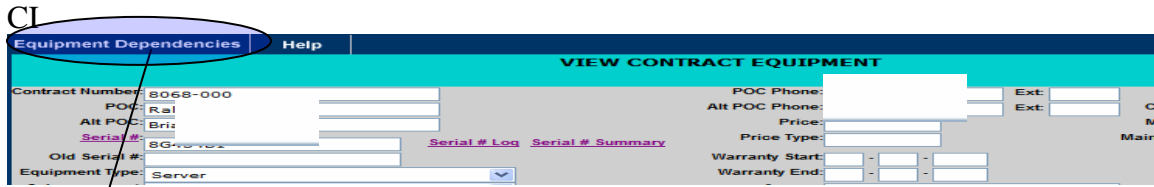
Contract Number: 8068-000 POC Phone: 6 Ext: 8255 Customer DO #: Alt POC Phone: Ext: Customer DO Date: Alt POC: Price: Maintenance DO #: Serial #: 41S3H21 Serial #. Loc: Serial #. Summary Price Type: Warranty Start: Warranty End: Agency: HUD DO Due Date: Item Type: Printer Warrantly End: Site/Location: 200 N. High Street .7th Floor Ship Date: Subcomponent: None Description: Printer Address2: Install Date: Model: MS200 Manufacturer: DELL City: Columbus Training Date: Quantity: State: OH Zip: 43215 Not Active: CLIN: Lifecycle Status: None Last Mod: 6/19/2007 8:54:50 AM Humes, David J. Asset Tag: 047224 Response SLA Hrs: 0 On-Site SLA Hrs: 0 Repair SLA Hrs: 0 Sales Order #: SKU #: External Data Use PPM Hours for SLA Include Saturday in SLA Include Sunday in SLA Include Holiday in SLA

SERIAL NUMBER [41S3H21] SUMMARY

Entry Date	Total Calls	Total Parts Shipped	Total Parts Cost	Total Electronic Repair Labor Charges	Total Subcontractor Labor Charges	Last Transaction Recorded
2/28/2007 5:47:19 AM	1	3	412.30	0.00	148.75	6/18/2007 12:08:44 PM
6/18/2007 12:08:44 PM	1	3	412.30	0.00	148.75	6/18/2007 12:08:44 PM

3. Does the tool facilitate links with the CMDB to enable the updating of Problem records with Configuration information? (Including CI components, relationships, and dependencies).

Comments: Yes. As depicted in the previous question, the Problem record links to the CMDB via the Problem Record's associated Incident record(s). The Incident record maintains the direct link to the CMDB. The CMDB record provides relationship and dependency information.



Dependencies – Master

ASSET DEPENDENCIES										
Serial Number: 8G454B1			Model: PowerEdge 2850				Criticality: 1			
Manufacturer: DELL			City: Des Moines				Impact: 1			
Asset Type: Server			State: IA							
Description: Server			Zip: 50309							
Dependency Type	Serial Number	Manufacturer	Asset Type	Model	City	State	Zip Code	Criticality	Impact	
MASTER TO	ZKG8221	DELL	PC	Optiplex GX240	WASHINGTON	DC		1	1	-
MASTER TO	ZLJP801	DELL	PC	Optiplex GX110	WASHINGTON	DC		1	1	-
MASTER TO	ZMHG021	DELL	PC	Optiplex GX240	WASHINGTON	DC		1	1	-

Dependencies – Slave

ASSET DEPENDENCIES										
Serial Number: ZKG8221			Model: Optiplex GX240				Criticality: 1			
Manufacturer: DELL			City: WASHINGTON				Impact: 1			
Asset Type: PC			State: DC							
Description: PC Whole Unit			Zip:							
Dependency Type	Serial Number	Manufacturer	Asset Type	Model	City	State	Zip Code	Criticality	Impact	
SLAVE TO	8G454B1	DELL	Server	PowerEdge 2850	Des Moines	IA	50309	1	1	-

Configurable CI Relationships

NEW ASSET DEPENDENCIES						
<i>The mandatory editing fields are indicated with an asterisk *</i>						
*Select Dependency Type for Current Asset: Select a Dependency <input type="button" value="GO"/>						
Description	Model	Manufacturer	Select a Dependency	*Select Current Asset Node Type	*Select New Dependency Asset Node Type	
PC Whole Unit	Optiplex GX240	DELL	Master-Slave Parent-Child Peer-Peer	Select	Select	ZKG8221

Customizable lookup Table

SELECT DEPENDENCY TYPE	
Dependency Type	Dependency Type Value
<input type="radio"/> Master-Slave	1-Many
<input type="radio"/> Parent-Child	1-Many
<input type="radio"/> Peer-Peer	1-Many

Incident Management

1. Does the tool facilitate the association and maintenance of the relationships between Incident and Problem records?

Comments: Yes. The Incident record maintains links to all associated Problem records.

Incident Record

VIEW INCIDENT

The mandatory edited fields are indicated with an asterisk *

Incident #: 106545 Ref Incident #: *Contract Num: 8068-000 Customer Ref #: I168639 Sub Ref #: Days: 5 Priority: 1 Old Priority: None Status: Closed QA Complete: NO Time Zone: 0

POC @: *POC: Ph: d.gov Alt POC: Ph: Caller: SD *Agency: HUD *Address: 200 North High Street *City: Columbus *State: OH *Zip: 43215-2463

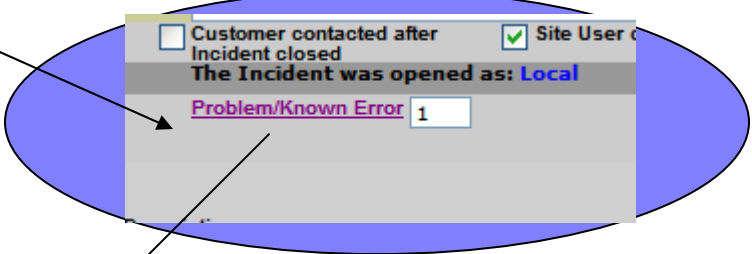
Manufacturer: DELL Model: M5200 *Serial #: 41S3H21 *Descr: Printer New Serial #: Asset Tag #: 047224 *Item Type: Printer Subcomponent: Other Customer contacted after Incident closed Site User contacted The Incident was opened as: Local

Cust Order #: Lookup Engineer: Select Engineer: *Operator: Guidry, Yves N. (Nino) TAM: Seager, Terence P. SME: Bohner, Frederick V. BDM: Humes, David J. Sub: Computing Resource Maint Sub Rating: 3 Billable: AR: Tasks: 0 SLA Code: W2 BS 24 *SLA Exceptions Exception Open: Exception Count: 0 Parts Not Shipped: 0

*Opened: 06 13 2007 08 54 Contacted: 06 13 2007 09 29 Dispatched: 06 13 2007 09 33 Confirmed: 06 13 2007 10 55 On-Site: 06 14 2007 11 15 Next ETA: 06 18 2007 13 30 Closed: 06 18 2007 11 30 Part Orders: 1 Shipped Date: 06 15 2007 Urgency: 1 Impact: 1 Incident Type: Support Incident Closure Type: Select Pending Action: Select

SLA Type	Calculated	SLA	SLA Met ?
Response	0.59	4	<input checked="" type="checkbox"/>
On-Site	26.35	0	<input type="checkbox"/>
Repair	74.6	32	<input type="checkbox"/>

Incident Description: Incident Fix: Comments:



SELECT PROBLEM

Problem#	Item Type	Mfr	Model	Manager	City	State	Zip	Priority	Impact
3	Printer	DELL	M5200	Vespe, Robert R.	Columbus	OH	43215-2463	1	3

VIEW PROBLEM

Problem #: 3 Impact: 3 Priority: 1

Urgency: 3 Item Type: Printer Status: Problem

City: Columbus Subcomponent: Case Parts Laser Manager: Vespe, Robert R.

State: OH Manufacturer: DELL Creation Date: 06 19 2007

Zip: 43215-2463 Model #: M5200 Closed Date:

Problem Description	Problem Fix	Related Incidents
PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray. PRINTER: Customer states the printer does	#BF-TC 06/18/07 11:30 #BF-SR 06/18/07 11:30 jin replaced the cover cable Entered on: 6/18/2007 12:06:21 PM	106545

Root cause: Premature Door Switch Failure Problem workaround:

Incident ID's

2. Does the tool facilitate the automation of escalation procedures from Incident Management to Problem Management? For example, contact staff, department, and actions required?

Comments: Yes. It facilitates this during the creation of the Problem record from the Incident entry. This is done by identifying a Problem Management staff member or Problem Management group in the 'Manger Field' of the Problem Record.

Problem Record with Manager Assigned During Incident Entry

The Problem records are searchable by this field and any other or combination of fields (such as the urgency, impact, or priority) to tailor a report.

Problem Record Search Screen

Problem Report

SELECT PROBLEM											
Problem#	Item Type	Mfr	Model	Manager	City	Sate	Zip	Priority	Impact	Urr	
3	Printer	DELL	M5200	Vespe, Robert R.	Columbus	OH	43215-2483	1	3	3	
4	Printer	HP	4600	Vespe, Robert R.	Washington	DC	20410	1	3	2	

View of Selected Problem Record

3. Does the tool enable the Problem Management team to communicate status and progress reports, as well as temporary solutions and workarounds to the Service Desk staff?

Comments: Yes. The Problem Management team has the capability to enter status, progress information, and, temporary and workaround solutions into the Problem record.

VIEW PROBLEM		
Problem #: 3	Impact: 3	Priority: 1
Urgency: 3	Item Type: Printer	Status: Problem
City: Columbus	Subcomponent: Case Parts Laser	Manager: Vespe, Robert R.
State: OH	Manufacturer: DELL	Creation Date: 06 19 2007
Zip: 43215-2463	Model #: M5200	Closed Date:
Problem Description	Problem Fix	Related Incidents
PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray. PRINTER: Customer states the printer does	#BF-TC 06/18/07 11:30 #BF-SR 06/18/07 11:30 jin replaced the cover cable Entered on: 6/18/2007 12:06:21 PM	106545 View
Root cause	Problem workaround	
Premature Door Switch Failure		

Functional Criteria

1. Is the tool able to automatically increase the severity or impact rating of a Problem according to the number of associated Incidents and/or the number of End Users affected?

Comments: Yes. The Problem record is associated to an Incident-Impact-Urgency Matrix. This configurable matrix is triggered by the number of incidents. As thresholds are reached, the Impact and Urgency may be adjusted. If desired, alert recipients may be added to the matrix.

The Impact and Urgency values modify the priority value and are configurable. If desired, alert recipients may be added to the matrix.

Problem Record Configurable Incident Count values

ALERT SOURCE ITEMS				
Alert source: IncidentImpactUrgencyMatrix <input type="button" value="GO"/>				
Select	IncidentCount	Impact	Urgency	
<input type="radio"/>	5	1	1	Assign Recipients
<input type="radio"/>	10	2	2	Assign Recipients
<input type="radio"/>	20	3	3	Assign Recipients
<input type="radio"/>	30	4	4	Assign Recipients
<input type="radio"/>	40	5	5	Assign Recipients

Problem Record Priority Matrix

ALERT SOURCE ITEMS				
Alert source: ImpactUrgencyPriorityMatrix <input type="button" value="GO"/>				
Select	Impact	Urgency	Priority	
<input type="radio"/>	1	1	1	Assign Recipients
<input type="radio"/>	1	2	2	Assign Recipients
<input type="radio"/>	1	3	2	Assign Recipients
<input type="radio"/>	1	4	3	Assign Recipients
<input type="radio"/>	1	5	3	Assign Recipients
<input type="radio"/>	2	1	2	Assign Recipients
<input type="radio"/>	2	2	2	Assign Recipients
<input type="radio"/>	2	3	3	Assign Recipients
<input type="radio"/>	2	4	3	Assign Recipients
<input type="radio"/>	2	5	4	Assign Recipients
<input type="radio"/>	3	1	2	Assign Recipients

2. Does the tool automatically alert the Problem Manger of Problems that are in danger of exceeding pre-defined thresholds?

Comments: Yes. The Potential Problem Management System (PPMS) has the capability to run ad-hoc scans against Problem records. The combination of the PPMS Scan Request and the ad-hoc system provides infinite methods in which to define thresholds and send notifications.

In this PPMS example, I requested to be notified if any Problem records have a Priority of level 3 or higher. I designed an ad-hoc scan to periodically review the problem records and send an e-mail notification if records are found which meet my criteria.

PPMS Scan Request to Analyze Problem Records that are 1-30 days old

VIEW POTENTIAL PROBLEM SPECIFICATION SCAN REQUEST

Scan Request Name: Problem Records GT Priority 3

Description: Provide a list of problem records that have a priority level of 3 or more.
Problem Management ITIL Ques 2 pg 20

Scan request query: Problem Report

Priority Level: 1

Problem Status: Unknown Issue

Scan Status: Active (This scan request will only be executed if Active)

Scan Number of Days Prior to Current Date: 30

Scan on Date Column: Problem.CreationDate (Select the Date Column upon which to apply the Number of Days query)

Scan Frequency Type: Hours (Select Hours or Days)

Scan Frequency Value: 1

Number of Matches: 1

Problem Assigned To User: Vespe, Robert R.

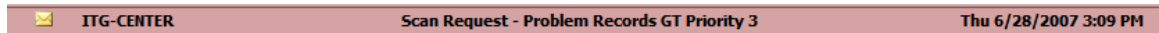
Alert Notification Email Address: Robert.vespe@itgonline.com

Enable Email Notification: Yes

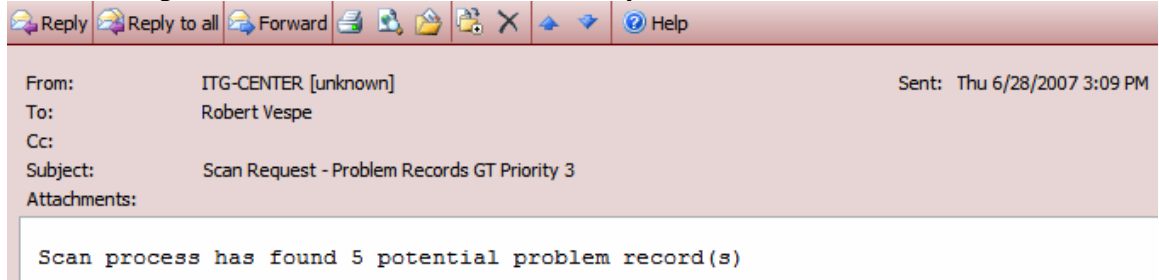
Select Query: Select Problem.ProblemID as [ProblemID], ProblemIncidents.SrvCallID as [SrvCallID], Problem.CreationDate as [CreationDate], Problem.Model as [Model], Problem.ProblemDescr as [ProblemDescr], Problem.RootCause as [RootCause], SrvCall.DateOpened as [DateIncidentOpened], SrvCall.Description as [Description] from SrvCall, SrvCall.ProblemIncidents, ProblemIncidents, Problem

Comments:

Email notification received from ITG CENTRE



Email Message indication that it found matches to my PPMS Scan



Review the PPMS Scan

SELECT POTENTIAL PROBLEM SPECIFICATION SCAN REQUEST										
Scan Request	Adhoc Report	Problem Status	Scan Status	Priority Level	Scan Frequency Type	Problem Assigned To	Creation Date	Total PPGroups		
3	Abnormal Fuser Usage	HP Fuser Replacement	Unknown Issue	InActive	1	Days	Vespe, Robert R.	9/19/2006	5	Del PPG
5	Dell laptop battery replacement	Dell Laptop Battery Replacement	Known Issue	InActive	3	Days	Vespe, Robert R.	9/25/2006	2	Del PPG
16	Problem Records GT Priority 3	Problem Report	Unknown Issue	InActive	1	Days	Vespe, Robert R.	6/27/2007	1	Del PPG
13	HP Printer Fuser Failures	HP Fuser Replacement	Unknown Issue	InActive	4	Days	Vespe, Robert R.	3/6/2007	1	Del PPG

All PPMS Reports for this PPMS Record

Potential Problem Groups							
Potential Problem Group ID	Date Created	Potential Problem Specification ID	Potential Problem Specification Name	Review Date	Review By User	Potential Problem Records	
193	6/28/2007 3:09:07 PM	18	Problem Records GT Priority 3				

Identified Problem Records to Review with their Associated Incident Numbers

PPRecordID	PPGroupID	DateTimeCreated	ProblemID	SvcCallID	CreationDate	Model	ProblemDescr
4141	193	6/28/2007 3:09:07 PM	3	106545	6/19/2007	M5200	PRINTER: Customer states the printer does not w
4142	193	6/28/2007 3:09:08 PM	3	105988	6/19/2007	M5200	PRINTER: Customer states the printer does not w
4143	193	6/28/2007 3:09:08 PM	3	106030	6/19/2007	M5200	PRINTER: Customer states the printer does not w
4144	193	6/28/2007 3:09:08 PM	3	106514	6/19/2007	M5200	PRINTER: Customer states the printer does not w
4145	193	6/28/2007 3:09:08 PM	3	106835	6/19/2007	M5200	PRINTER: Customer states the printer does not w

3. Does the tool facilitate secure and controlled access to Service Level Management information?

Comments: Yes. Access to CENTRE is provisioned by user ID and passwords at all screen field viewing/modifying and reporting levels.

*From:
'ITG CENTRE Introduction'
Document Control # 180-v2*

System Administrator attributes. The System Administrator attributes allow control to be exercised over the Users of "ITG CENTRE" by assigning permissions, passwords, and controlling the Users' ability to see and manipulate data within the system.

Organization Name	Integration Technologies Group, Inc.
Brand name of Product	CENTRE (Common ENTERprise, RESource, system)
Version of Product to be Assessed	Release 4.6.3 07/23/2007
Client Contact Name and Title	Robert R. Vespe Consultant
Address	2745 Hartland Road, 2nd Floor Falls Church, VA 22043
Phone #	305 909-3591
Email	Robert.Vespe@ITGOnline.com