

PROBLEM MANAGEMENT IMPLEMENTATION FRAMEWORK: **6 KEY BUILDING BLOCKS**

"Develop your Problem **Management framework** to streamline IT service delivery and minimise disruptions. Place emphasis on fast issue resolution and proactive problem detection, with a focus on supporting key organisational objectives. Support your teams to understand and adopt **formal Root Cause** Anlsyis techniques. A well-defined Problem **Management strategy** anticipates challenges and offers effective solutions. Here are 6 key building blocks to help shape yours."

ALIGN OBJECTIVES

Identify organisational inputs to anchor strategy:

- Organisational strategies/objectives
- Goals/mission statements
- Vision for IT service experience
- Customer survey results
- Current pain points
- Key Performance Indicators (KPIs)

Develop Implementation Strategy

Assign activities to resources

SECURE SUPPORT

Gain buy-in and sposorship:

- Identify benefits & highlight the advantages
- Emphaise the alignment with organisational objectives
- Provide case studies or potential opportunities for improvement
- Highlight risk of non implementation



ESTABLISH STANDARDS

Define what 'good' looks like: (Vision)

- Document what Problem Management will look like once implemented.
- Be realistic regarding timeframe and maturity expectations (undertake a maturity snapshot)
- Break the vision into simple statements for People **Process, Tools & Service Providers**





• Develop an overall timeline (milestones/targets)

• Establish the project plan, breakdown activities into

- Develop project governance structure
- Establish the transtion point to Contival Service **Improvement**

People, Process, Tools, Service Providers

PLAN CREATION

BUILD ACTIVITES

Undertake and execute the 'build' activities:

- Identify and prioritise 'quick wiins'
- Manage project governance and status reporting
- Refine and update the implementation plan as required

MEASURE & REVIEW

Establish Measurement & Review Targets

- Measure progress in context to the overall vision for the Problem Management implementation
- Seek out tangible results, develop good news stories
- Celebrate achievements