

5 Steps to Identifying and Creating Quick Wins for Problem Management Uplift

Quick wins refer to small, and often low-cost changes that can be implemented quickly and yield immediate positive outcomes. In the context of Problem Management and within IT service management, quick wins are essential for several reasons.

- They provide immediate relief to recurring issues, enhance service quality, and boost morale by demonstrating tangible progress.
- Implementing quick wins helps organisations maintain momentum while working on long-term solutions, ensuring that stakeholders see immediate improvements and continue to support ongoing problem management efforts.

This approach not only fosters a culture of continuous improvement but also significantly contributes to the overall efficiency and effectiveness of the problem management process.

→ Step 1: Invest time and effort upfront to ensure a solid groundwork.

Before you start: (Pre work)

- Spend the time to understand what is already in place and how mature existing capabilities are.
- Understand and 'ring fence' any current ITSM improvement works that maybe already be underway (if any) and could be re-used or further developed with minimum amount of effort (Quick wins).
- Review organisational priorities and align the ITSM improvement initiative to other big-ticket items eg: digital transformation efforts, critical timelines & dependencies.

→ Step 2: Review the overall Vision and Strategy for Problem Management uplift and improvement in context to the broader Digital Transformation objectives:

1. Review the ITSM Improvement Vision and Strategy and align high level improvement themes and goals for Problem Management:

Align improvement themes with the Problem Management uplift vision and strategy objectives to ensure that efforts are focused on driving meaningful progress towards achieving long-term goals and priorities.

- **Review the overall ITSM Improvement vision and strategy objectives:** Start by reviewing the organisation's ITSM vision and strategy objectives. Clarify the overarching goals and priorities outlined in these documents, as they provided the framework for your ITSM initiatives.
- **Align the high-level improvement themes with strategic objectives:** Identify high level themes for improvement that directly aligned with the ITSM improvement vision and strategy objectives. (eg: Minimise IT Outages and disruptions or drive a focus on Automation or AI). Look for opportunities that can make immediate progress towards achieving these objectives and addressing key pain points identified in the strategy.
- **Prioritise improvement themes based on impact and feasibility:** Prioritise improvement themes based on their potential impact on achieving the strategic objectives and their feasibility for implementation within a short timeframe.

Focus on initiatives and activities that offer high value and can be executed with minimal resources or disruption to existing operations.

→ Step 3: Brainstorm and identify Quick Win Opportunities:

Brainstorming provides a creative technique to generate ideas and identify quick wins. Whether collaborating with others or working solo, brainstorming offers a valuable method for sparking creativity and exploring innovative solutions. The key is creativity, explore different perspectives, and record all suggestions without judgment.

- **Expand out each improvement theme:** Brainstorm a list of all the required activities that must be carried out to meet each improvement theme. Identify specific activities that can be done with minimal effort and be completed in a short period of time. This will become your list of quick wins.

EXAMPLE:

6 X Quick Win Examples (QW)

QW 1. Establish a Problem Management Database: Create a centralised database to document known errors, workarounds, and solutions. This resource

allows support teams to quickly reference past issues and their resolutions, reducing time spent on diagnosis and fostering a knowledge-sharing culture.

QW 2. Implement Regular Root Cause Analysis (RCA) Workshops: Schedule regular RCA workshops to systematically identify the underlying causes of significant incidents. These workshops should involve key stakeholders and technical experts to ensure comprehensive analysis and effective identification of root causes.

QW 3. Develop a Problem Management Dashboard: Create a real-time dashboard to track and visualise problem management metrics, such as the number of open problems, time to resolution, and recurrence rates. This enhances visibility and allows for better prioritisation and management of problems.

QW 4. Standardise Problem Investigation Procedures: Develop and document standard procedures for problem investigation, ensuring a consistent approach to diagnosing and resolving problems. This standardisation helps improve efficiency and ensures that all problems are addressed thoroughly and systematically.

QW 5. Foster a Collaborative Problem-Solving Culture: Encourage cross-functional collaboration by organising regular problem-solving sessions that involve different teams, such as development, operations, and support. This collaborative approach leverages diverse expertise to identify and resolve problems more effectively.

QW 6. Implement Proactive Monitoring and Alerting: Deploy advanced monitoring and alerting tools to detect potential problems before they escalate into major incidents. By proactively identifying and addressing issues, organisations can minimise disruptions and improve overall service reliability.

→ **Step 4: Prioritise and estimate Quick Win completion times using the 30/60/90 day format:**

By strategically assessing the urgency and feasibility of each quick win, your able to allocate resources effectively and ensure efficient delivery, driving tangible results with clarity.

- **Prioritise each quick win** based on their criticality and the minimal effort required to achieve them. Coordinate across the various teams and estimate the effort required to achieve each quick win.

- **Used the 30/60/90 day format.**

The 30-60-90 day prioritisation format is a framework commonly used in to outline short-term goals and objectives within specific timeframes.

Example:

30 Days:

Immediate Priorities: Focus on addressing urgent and high-impact tasks that require immediate attention.

Examples:

QW 2. Implement Regular Root Cause Analysis (RCA) Workshops:

QW 4 Standardise Problem Investigation Procedures:

QW 6. Implement Proactive Monitoring and Alerting:

60 Days:

This may involve implementing key initiatives, completing foundational tasks, and resolving any early challenges or obstacles that arise.

Examples:

QW 1. Establish a Problem Management Database:

90 Days:

Aim to achieve significant milestones or deliverables by the end of the 90-day period. This could include completing, or delivering tangible outcomes that demonstrate progress.

QW 3. Develop a Problem Management Dashboard:

QW 5. Foster a Collaborative Problem-Solving Culture:

The 30-60-90 day prioritisation format provides a structured approach for effectively managing quick wins into actionable steps and time-bound goals. It allows the ability to maintain focus, track progress, and adapt strategies as needed to drive successful outcomes.

→ Step 5: Assign and support resources to complete specific quick wins.

Identify and allocate resources to streamline effort and maximise efficiency.

- **Identify existing resources**, capabilities, and technologies where possible that can be leveraged to support quick wins. Avoid reinventing the wheel

or investing in new infrastructure unless necessary, as this could potentially slow down progress and increase costs.

- **Worked with and support the resources to complete their allocated quick wins.** Identify and address any challenges that surface with help from your sponsors.

Finally, celebrate the successful completion of each quick win and communicate the achievements to stakeholders, give accolades and support to the assigned resources. Highlight the impact on achieving each one in context to the broader strategic objectives helps to build support and momentum for future efforts.