



Problem Management Script

Welcome to the CENTRE Problem Management Demonstration. As mentioned in the CENTRE Literature and throughout this website, CENTRE is a web-based system with 0 footprint on the user's workstation and is built using an N-Tier architecture where the back-end is MS SQL, the middle tier containing the business logic is comprised of COM objects and the front-end is comprised of Active Server Pages. CENTRE is in its fourth re-write and all new subsystems are coded in .net.

We login and enter the home-screen. The dashboard informs us of issued and pending change requests, open service records, workflow actions and action items from meetings. As all are links, selecting any will take us to the actual record.

Problem management may be accessed either from the Reports/Measurements and Analysis menu, or from the IT Service Management menu.

We select Reports from the top line menu and we are presented with submenu selections. We enter PPMS (Potential Problem Management System) and select "Search Problems." We enter 148171 in the Incident field and press "Continue."

The system returns one record associated with this incident, problem number "32." We follow the numbered link and we enter the "View Problem" facility. At this time we can issue a new "Problem" by selecting the "New" menu option, edit or add a "Problem" related Change Request, issue notifications to stakeholders regarding a "Problem" record or view/edit the current record.

The top tier of the "Problem" screen is associated with the problem unique ID, the urgency, impact, location, the CI type exhibiting the problem and relevant details, as well as the priority, status dates, and Problem Manager.

In the middle tier the description, Fix, Root Cause, and Problem Workaround (where available), are displayed. To the right, we see the unique ID of the service record or records associated with this Problem. By selecting a service record unique ID and then pressing "View," we are directed to the relevant service record.

The CENTRE Problem Management subsystem meets all ITIL V2 and V3 requirements and is certified for compliance by the Pink Verify process. This subsystem, however, goes beyond ITIL and ventures into Causal Analysis and "Connecting the Dots."

We return to the main Problem Management Subsystem and select "Search Scan Request."

We are presented with a search screen and the option of initiating a new Scan Request. We enter "Requirement Actual Hours > Estimated Hours" and press "Continue."

The system returns a namesake record. This scan request is run daily and is intended to identify any possible delays in the development of requirements that could compromise a scheduled release.

For any records identified as matching the Selected Query the system will generate "Potential Problem Records" and will issue notification alerts to defined stakeholders. The reviewers may validate the records as "Problems" and create applicable records, or delete them, or save them for future reference. PPMS scans can assist a Problem Manager to identify endemic/systemic issues that at first glance may appear as isolated/unrelated incidents.

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A list of all Scan requests is available to users so that they may edit requests and alter their use to suit particular needs, or examine results or be used as a library of potential Risks along with mitigation strategies.

This concludes the Problem Management presentation. Thank you for your time and patience.

For a copy of this transcript and other Problem Management related documents, please visit the www.itgonline.com Document Control menu option, where documents can be read or downloaded in PDF format.