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IT-P-007
IT PROBLEM MANAGEMENT
POLICY

IT PROBLEM MANAGEMENT POLICY IT-P-007

Date: 14 November, 2013

Stamford International University IT Problem Management Policy

Purpose

The purpose of this policy is to establish a Problem Management process for the IT Department at Stamford International University (STIU). The intent is to ensure that problems are identified and investigated, resulting in root causes, workarounds, and known errors for which resolution will reduce the level of incidents in the environment.

Scope

This policy applies to all employees of IT Department of STIU in all locations including the temporary employees, part-time and contractors.

Policy Information

Responsible Office: Department of Information Technology, Stamford International University
Issued Date: 14 November, 2013

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Recommendation and Approvals

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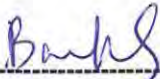
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Policy

The primary objectives of Problem Management are to prevent problems and resulting incidents from occurring, to eliminate recurring incidents and to minimize the impact of incidents that cannot be prevented.

This will be accomplished by producing reports that can be utilized to focus on areas that need improvement. The reports must then be used in coordinated activities aimed at improving the support.

Reports

Reports used for the Problem Management would be those showing all problems related to service interruptions. Those reports will be reviewed monthly during the operational meeting. The purpose is to discover how serious the problem was, what steps are being taken to prevent reoccurrence, and if root cause needs to be pursued.

Metrics

Metrics reports will be produced monthly from the Help Desk system, Footprints. Metrics to be reported are:

- Total monthly requests;
- Targeted categories;
- Requestors Demographics;
- Breakdown of problems at each stage (e.g. new, work in progress, closed etc.);

At any point of time metrics used for the reports may be adjusted to suit the analysis needs.

Meetings

The IT Director will conduct sessions with IT Department employees once a month to review performance reports. The findings will be documented in a FootPrints tickets dedicated to those meetings. The goal of the sessions is to identify:

- Status of previously found problems;
- Identification of work around solutions that needs to be developed until root cause can be corrected;
- Discussion of newly identified problems;

The Problem Management process should be followed to find and correct the root cause of significant or recurring incidents.

Problems should be prioritized based upon impact to the customer and the availability of a workaround.

Re-opened problems

Despite all adequate care, there will be occasions when problems recur even though they have been formally closed. If the related incidents continue to occur under the same conditions, the problem case should be re-opened. If similar incidents occur but the conditions are not the same, a new problem should be opened.

Workarounds should be in conformance with STIU standards and policies.