

MANAGEMENT OF IT PROBLEM

Prepared By:-	Approved By:-
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1.0 OBJECTIVE

The purpose of this procedure is to define the management of IT problems within the service delivery environment to minimize the impact of problems affecting the availability and services of the service delivery environment whilst minimizing the expenditure of resources and maintaining the highest level of customer satisfaction.

2.0 SCOPE

This procedure covers the management of IT problems within the Information Technology Division environment.

3.0 ACCOUNTABILITY

3.1 Quality Assurance & Customer Care (QACC), Information Technology Division.

4.0 ABBREVIATION (If any)

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| 4.1 Problem | : The underlying cause of one or more incidents. The cause is not usually known when the problem record is created. The problem management process is responsible for further investigation and determining the root cause, which is documented and may be used by change management and incident management. |
| 4.2 Problem Manager | : Represent the authority to manage the receipt of IT problems, the classification, investigation, revision and closing of IT problems |
| 4.3 Technical Expert / Technical Support | : Assistant Information Technology Officer |

5.0 REFERENCE

- 5.1 IIUM ICT Policy
- 5.2 ICT Regulations
- 5.3 Information Management Policy
- 5.4 IIUM ICT Security Policy
- 5.5 IT Infrastructure Library (ITIL)
- 5.6 Control Objectives for Information and Related Technologies (COBIT)

6.0 RECORD RETENTION PERIOD

No	Quality Records	Location	Retention Period	Responsibility
1.	Problem Management Register	OnTrack	3 years	Problem Manager/ Authorized personnel

7.0 PROCESS FLOW

7.1 Responsibility and Detail Procedure

RESPONSIBILITY	DETAILED PROCEDURE
1. Problem Manager	Problem Detection Problem detection is produced through: - Analysing service desk data to detect potential problems.
2. Problem Manager	Problem logging All the relevant details of the problem must be recorded, so a complete historical record exists. This must be date and time-stamped to allow suitable control and escalation.
3. Technical Expert	Problem Investigation and Diagnosis An investigation should be conducted to try to diagnose the root cause of the problem - the speed and nature of this investigation will vary depending upon the priority.
4. Director, ITD	Management Approval The problem will be recommended in the ITD Management Meeting for approval.
5. Technical Expert & Technical Support	Problem resolution As soon as a solution has been found and sufficiently tested, it should be prepared for implementation.
6. Problem Manager	Update Problem Management Register The status of any problems should be updated in the Problem Management Register.

7. Problem Manager	Problem Closed When any change has been completed (and successfully reviewed) and the resolution has been applied, the Problem Record should be formally closed.
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7.2 FLOW CHART

