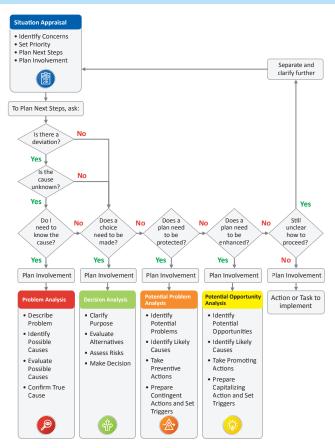
Issue Resolution Process Selector





Troubleshooting Workflow



Key Steps Discover and Clarify initial information □ Verify the alert/concern **Establish** □ Categorize the issue Priority Understand the impact Establish priority If no immediate □ Document initial state Understand □ Update stakeholders the Issue ☐ Confirm "should" and "actual" ☐ Gather and classify data Engage the Changes into IS/IS NOTs Best □ Update stakeholders Resources ☐ Manage involvement □ Engage resources Are Immediate ☐ Establish tech bridge Solutions NO □ Update stakeholders Available? Select objectives from VFS pre-filled lists □ Document available solutions □ Decide on a solution □ Update stakeholders □ Identify potential problems □ Plan preventive actions Protect the □ Prepare contingent actions MAJOR INCIDENT MANAGEMENT Solution from and triggers □ Submit emergency change Failure □ Submit verification plan □ Update stakeholders Did the Solution Fail to Restore ☐ Get change approved **Implement** (use D&C Service? ☐ Schedule change, resources the Solution Record new ☐ Get customer approval and Restore IS/IS NOT data ☐ Implement solution Service Understand ☐ Monitor implementation □ Update stakeholders new information possible solutions Verify solution restored and impact Release service Engage/Disen-Resources □ Update current/future gage additional and impact resources Follow Up Extend the fix □ Update all case notes □ Create/update artifacts Complete remaining actions □ Release resources ☐ Hand over to problem team □ Undate stakeholders

- solutions... · Complete "quick"
- IS/IS NOTs Generate Distinctions and
- Generate possible causes (use both K&E
- and D&C) Determine most probable cause
- Generate immediate possible solutions

If too many solutions, no solutions, or if solutions fail...

- Complete additional IS/IS NOTs
- Generate Distinctions and
- Changes Generate possible causes
- combinations) Determine most
- probable cause
- Generate immediate
- · Optionally, confirm true cause

PROBLEM MANAGEMENT