



Implementation of KT ITSM Problem and Incident Management Processes

A Return on Investment is generally a pre-requisite for the agreement from Management to implement a new process in an organization—whether the ROI is measured in a reduction in time taken, real cash savings or opportunity cost reduction, there needs to be a compelling business case.

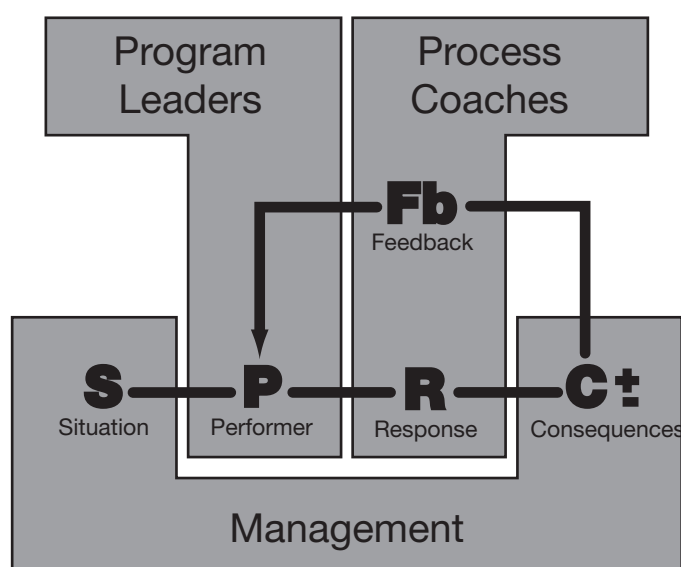
KT has helped Service Operation Managers implement these processes many times, in many companies in many countries and cultures, and we know now that in order for there to be a successful implementation, certain actions need attention to be paid to them;

- KT Process Skill Development—this workshop
- Performance System Integration—the practical application of the SPRCFb model

Responsibilities within the Performance System

- On the Job Coaching—the provision of process experts to assist new learners make the connection between theory and practice while working the job
- Process Integration—building or modifying the software tools to build good quality troubleshooting into the workplace environment

The easy part of this is the KT Process Skill development. The alignment of the Performance System requires the cooperation and vision of the management.



The 'On Job' coaching is essential to bridge the gap between the knowledge gained from the workshop and usually consists of two parts, an automatic method of presenting the 'coachable opportunities' from the team that is being coached to their coach, and a tool to capture the results of the coaching intervention—the best systems have a single tool to present and capture this information for the Tracking of behavioral change. Process integration often involves a software tool change to the Service Desk tools, or an additional tool to support the workflow of Situation Appraisal and Problem Analysis in the workflow.

Problem Analysis

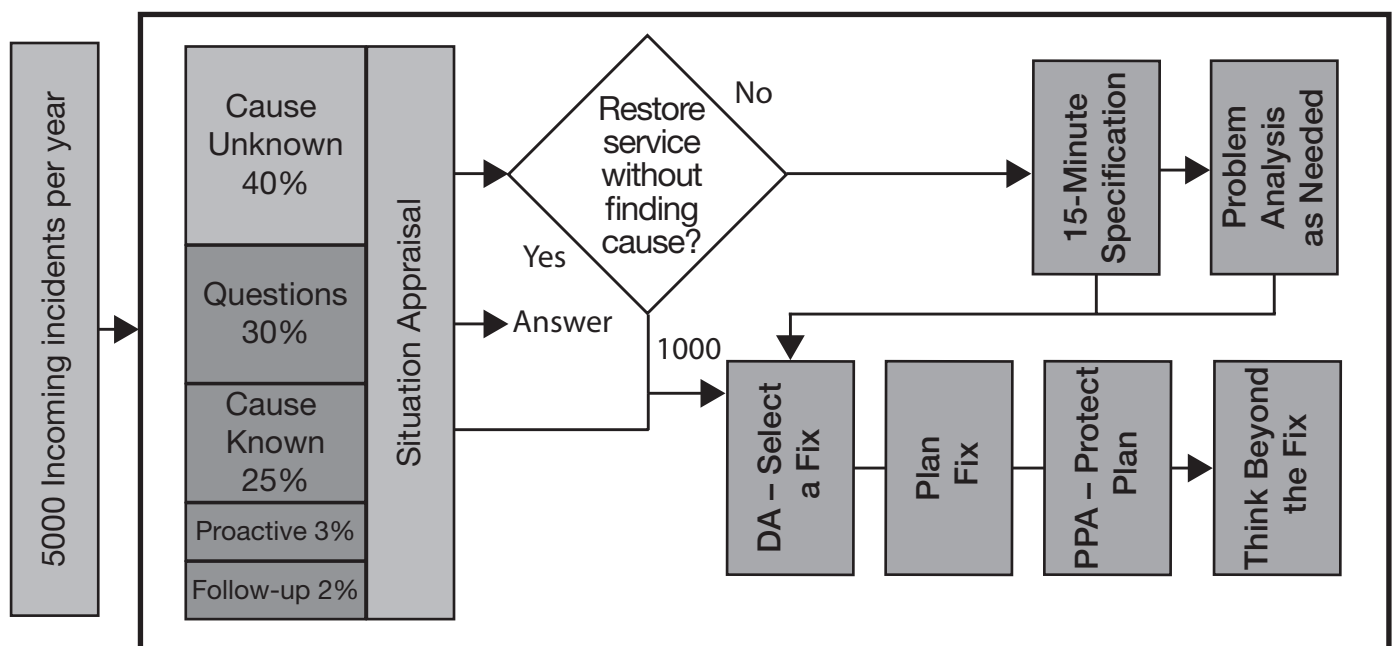
Calculations for the Number of Uses of Situation Appraisal and Problem Analysis in Service Desk and Technical Management

This calculation is only one of a number of analysis methods used to assess the likely utility and warranty of a KT implementation within the Problem Management and Incident Management processes. It is demonstrated here to provide a flavor of the analysis that is needed to effectively implement these processes.

Since Situation Appraisal should be used at the beginning of every incident, whenever a new person gets involved with an Incident and whenever 'ownership' of an incident is passed from the head of one person to another, the usage of Situation Appraisal is a 1 to 1 relationship with the number of Incidents received plus the number of escalations and incident movement within the Incident and Problem Management processes.

The anticipated usage of Problem Analysis requires analysis of the number of incidents which begin life as problems, and then how many of those incidents survive as problems as they flow through the support organization, and potentially out to suppliers (and in turn through those suppliers to the product development teams).

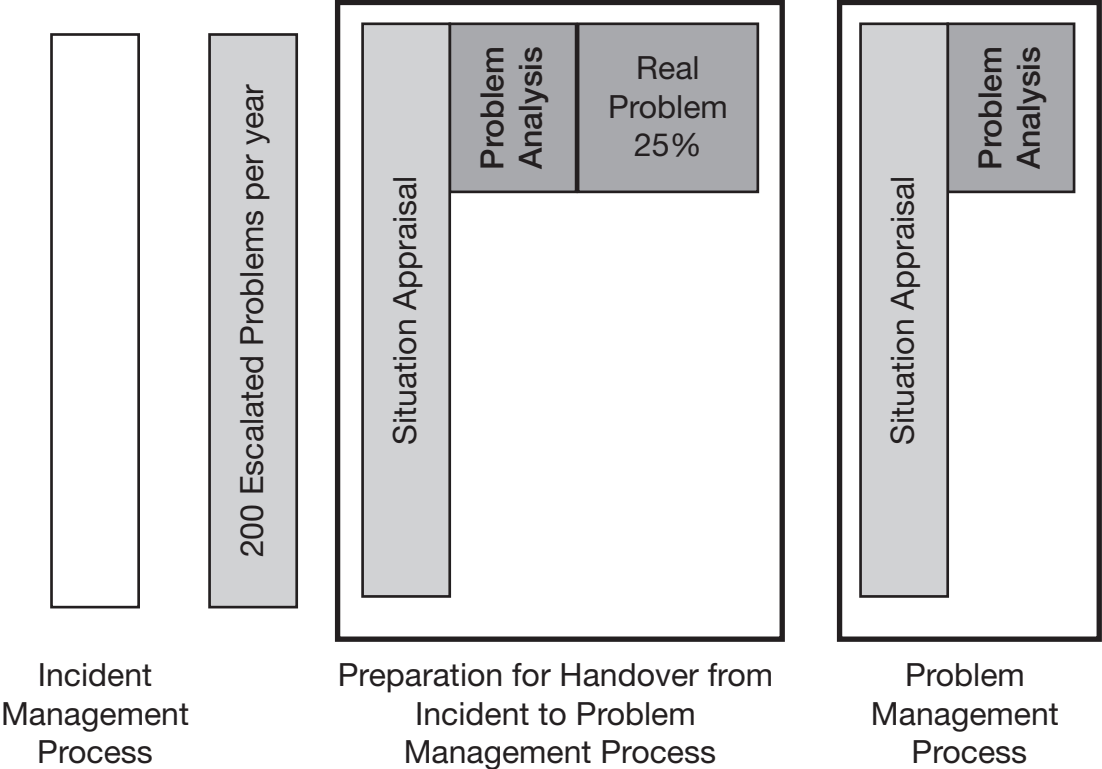
Recommended Triggers for Process Use in the Incident Management Process



1000 Problems per year, 25 engineers
5 New problems per day in the world
40 Problems per engineer per day
1 PA per engineer every week

Analysis will show the mix of incoming incidents, and a classification of them and how the problems propagate allows an approximate calculation of how much PA will be used. At the Service Desk, PA is only required in this example on 40% of the incoming incidents, and the degree of use depends on the priority of the incident. As incidents leave the Service Desk to enter other processes (for instance the Problem Management process) only a percentage of them will be Problems as defined by KT—and this percentage will allow a calculation of expected PA usage.

Recommended Triggers for SA/PA Use in the Incident Management to Problem Management Handover Process



200 Escalations per year, 25% = Problems per year
1 New PA Escalation being worked on a week across the support group