

XYZ Medica Inc.

**Problem Management**

December 2006

## Suggested additions to this basic report template

- Classify problems as per the recommendations of ITIL then report against the separate classifications. This will allow much better identification of problem areas within problem management.

## Implementation

Implementation of this reporting template should be carried out along the following lines.

1. Import the Problem template package to a Captell database.
2. Identify data within your organisation that matches that found in the Captell table **PROBLEMS\TABLES\PROBLEMS\_RAW**. This data may be in several different sources.
3. Create table definitions to store your problem management data in the Captell database.
4. Create queries to manipulate your problem management tables (step 3) into a form that matches the structure of the **PROBLEMS\TABLES\PROBLEMS\_RAW** table.
5. Change the source data type of the **PROBLEMS\TABLES\PROBLEMS\_RAW** to be query based and point it at your query (created in step 4).
6. Delete all data from the **PROBLEMS\TABLES\PROBLEMS\_RAW** table and run a table update to load your data to the system.
7. Ensure the KPI thresholds defined in **GLOBAL\QUERIES\KPI\_TOLLERANCES** are correct for your organisation.
8. Ensure your table definitions have appropriate update schedules and data retention parameters defined.

## Version and Release information

Component	Version	Date
This report template was produced with and for the Captell Reporting System	6.7.14	27 Feb 2007
Problem Template	1.0.0	27 Feb 2007
Updated to include new background colour in conditional formatting	1.1.0	08 May 2007

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# Executive Summary









The contents of this report are fictitious. The report serves merely to provide an illustration of the Captell reporting system when used for **Problem Management Reporting** against the **ITIL framework**. The entire contents of the report can be tailored to suit your organisations specific needs. This report should form the basis of your Problem Management reporting.

**A Problem** describes an undesirable situation, indicating the unknown root cause of one or more existing or potential incidents.




**A Known Error** is a problem for which the root cause is known and for which a temporary workaround has been identified.

## KPI Summary

The following table sets out the Key Performance Indicators for Problem Management reporting, their current values and tolerances. KPI's indicate the performance level of an operation or process within Problem Management.

KPI	Current Value	Service target	Warning Level	Status
Incident reopen rate	6.34	10	above 20	
Number of major problems	167.00	100	above 120	
Problem resolution rate	46.84	90	below 80	
Problem workaround rate	8.31	10	above 20	
Problem reopen rate	9.97	5	above 10	
Customer impact rate	7.31	5	above 10	
Average resolution time (days)	8.89	8	above 12	
Problem labor utilisation rate	111.89	80	above 90	




**Key:**

-  Satisfactory
-  Between Service target and Warning level
-  Exceeding warning level




Trends of the various KPI's are provided in the body of the report.

## CSF Summary

The following table sets out how well Problem Management is being carried out at XYZ Medica Inc. CSF's are made up from various KPI's that when combined describe the performance from a customer or business focus.

Critical Success Factor	Performance Level	Status
Minimise the impact of problems	MEDIUM	
Improve quality of service	MEDIUM	
Resolve problems and errors efficiently and effectively	MEDIUM	

**Key:**

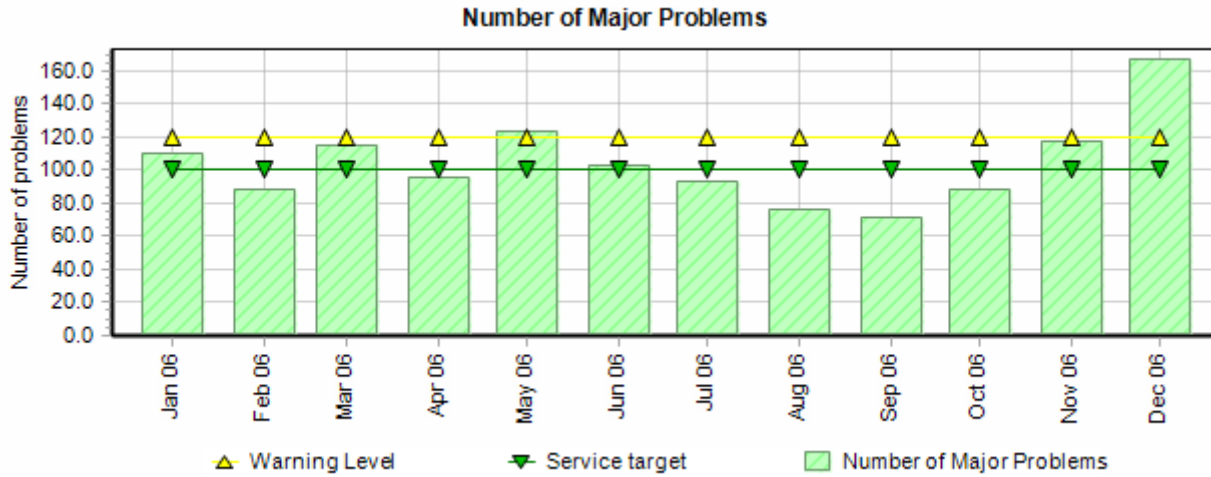
-  High All KPI's met
-  Medium Some KPI's met
-  Low No KPI's met.

# Problem Occurrence

## Number of Major Problems

*How many major problems did we experience?*

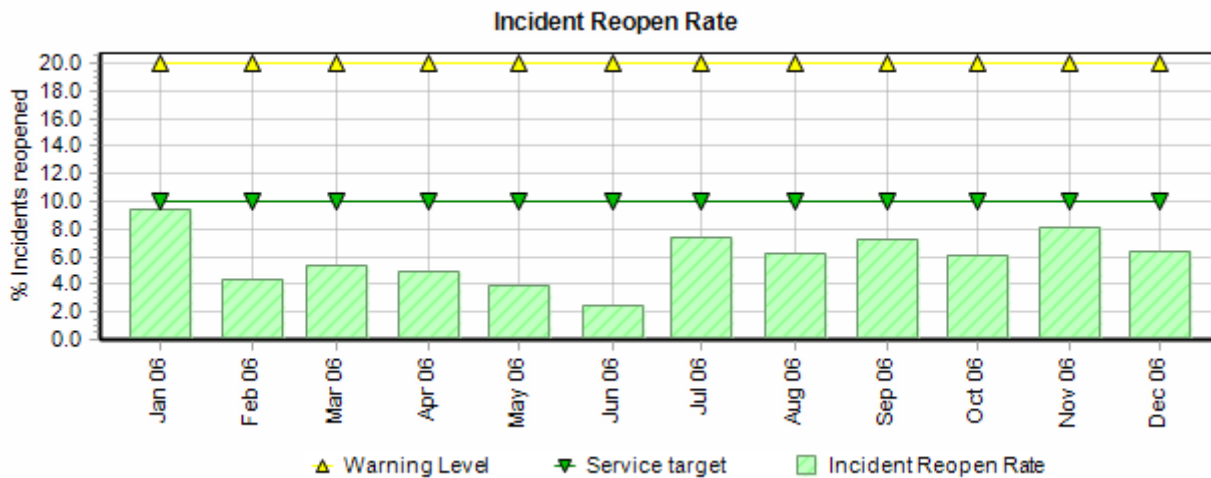
The following chart depicts the total number of major problems recorded. During the month of December 2006 there were 167 problems reported to the Service Desk. This represents an increase of 50 problems over the previous month. The Number of Major Problems is currently above the warning level **AND NEEDS URGENT ATTENTION**.



## Incident Reopen Rate

*How effective are we at minimising repeat incidents?*

The repeat occurrence of incidents is indicated in the following graph. During the month of December 2006 there was 6.34 percent of Incidents reopened. This represents a decrease of 1.77 percent over the previous month. The Incident reopen rate is currently within service targets.

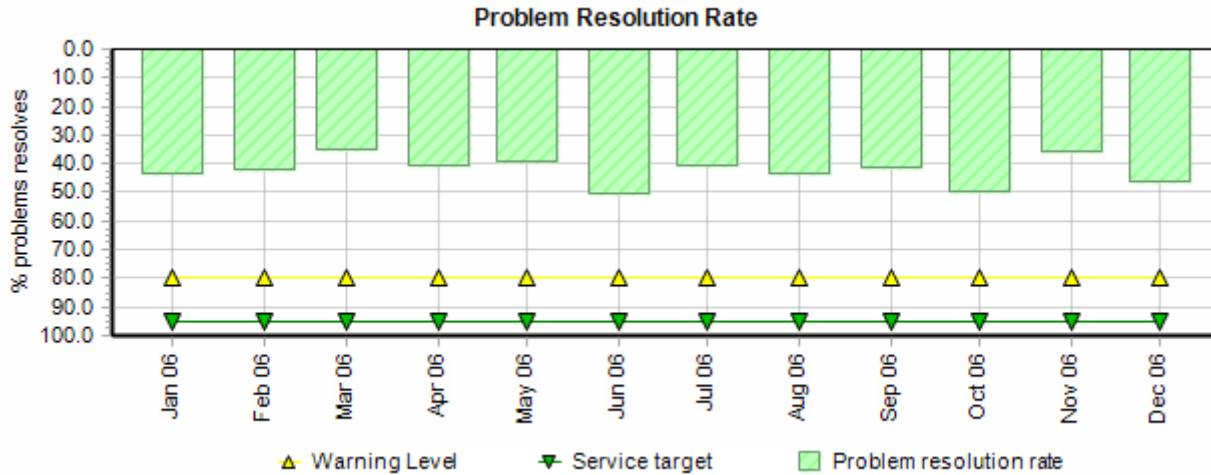


# Problem Resolution

## Resolution Rate

*What percentage of problems have we eliminated?*

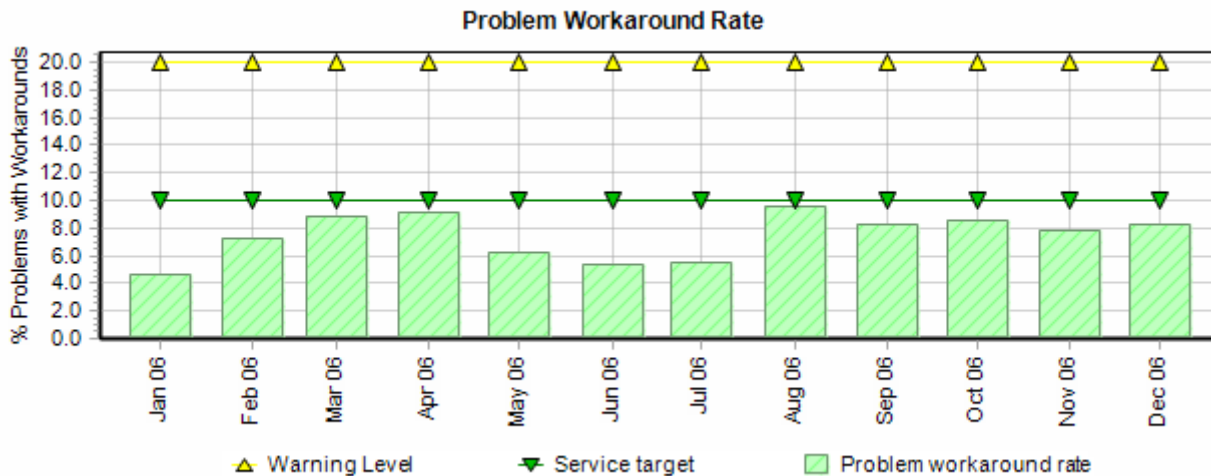
The trend of problems resolved is provided in the following graph. During the month of December 2006, 46.84 percent of problems were resolved. This represents an increase of 10.77 percentage points over the previous month. The Problem Resolution Rate is currently below the warning level **AND NEEDS URGENT ATTENTION**.



## Workaround rate

*For what percentage of problems did we implement workarounds?*

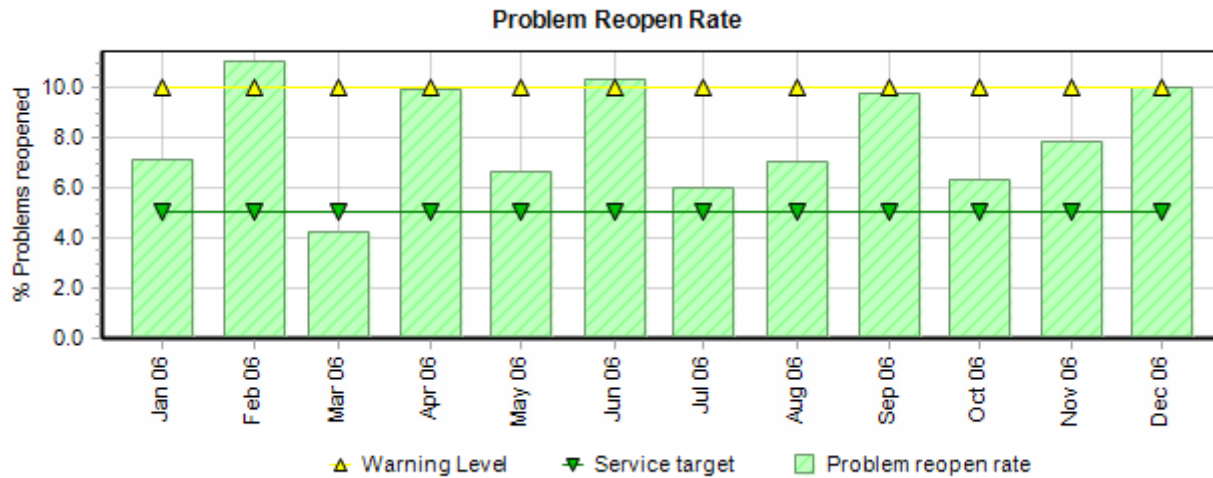
Problems that have a known root cause and a workaround in place are indicated in the following graph. This is depicted as a percentage of all problems recorded. During the month of December 2006, 8.31 percent of problems recorded had a workaround implemented. This represents an increase of 0.46 percentage points over the previous month. The Problem Workaround Rate is currently within service targets.



## Reopen rate

*How successful are we at removing problems permanently?*

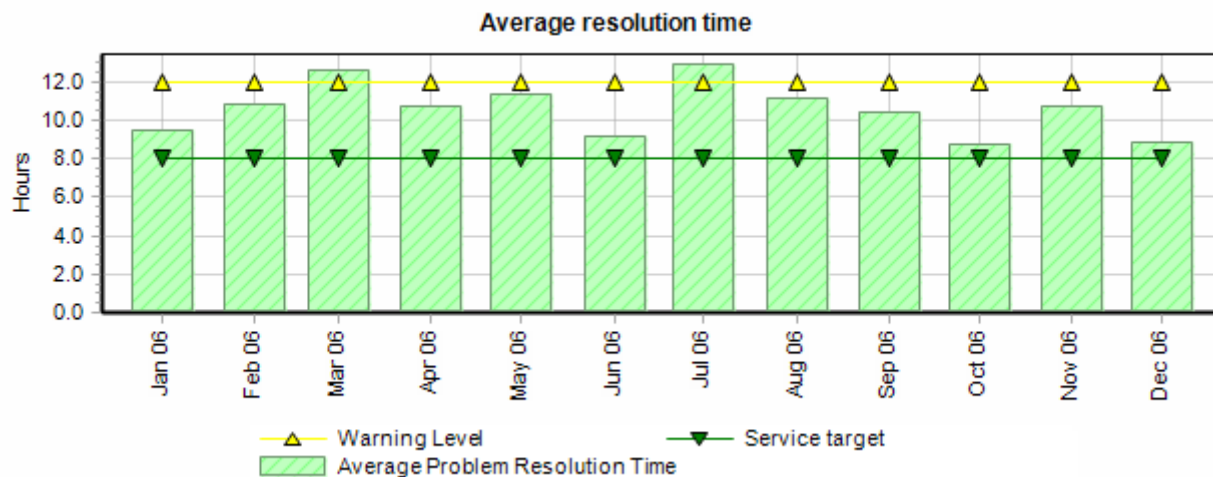
Problems that have reopened are shown in the following graph. This is depicted as a percentage of all problems recorded. During the month of December 2006, 9.97 percent of problems were reopened. This represents an increase of 2.12 percentage points over the previous month. The Problem Reopen Rate is currently above the service target but below the warning level **AND NEEDS ATTENTION**.



## Resolution time

*How long does it take us to resolve problems?*

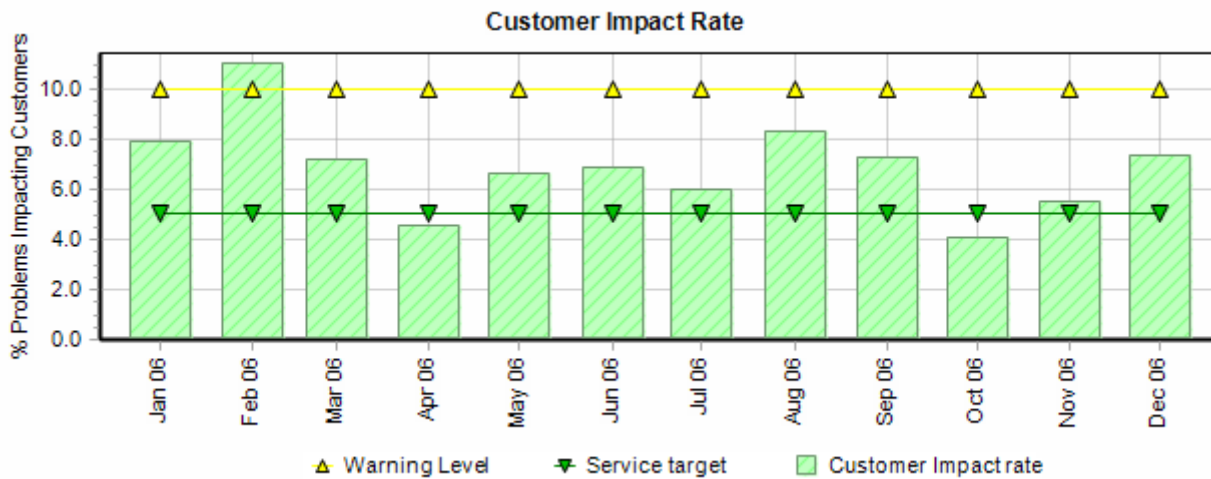
The average time to resolve problems is shown in the following graph. During the month of December 2006 the average time for problem resolution was 8.89 hours. This represents a decrease of 1.81 hours over the previous month. The Average Problem Resolution Time is currently above the service target but below the warning level **AND NEEDS ATTENTION**.



# Customer Impact

## How well are we keeping problems from impacting our customers?

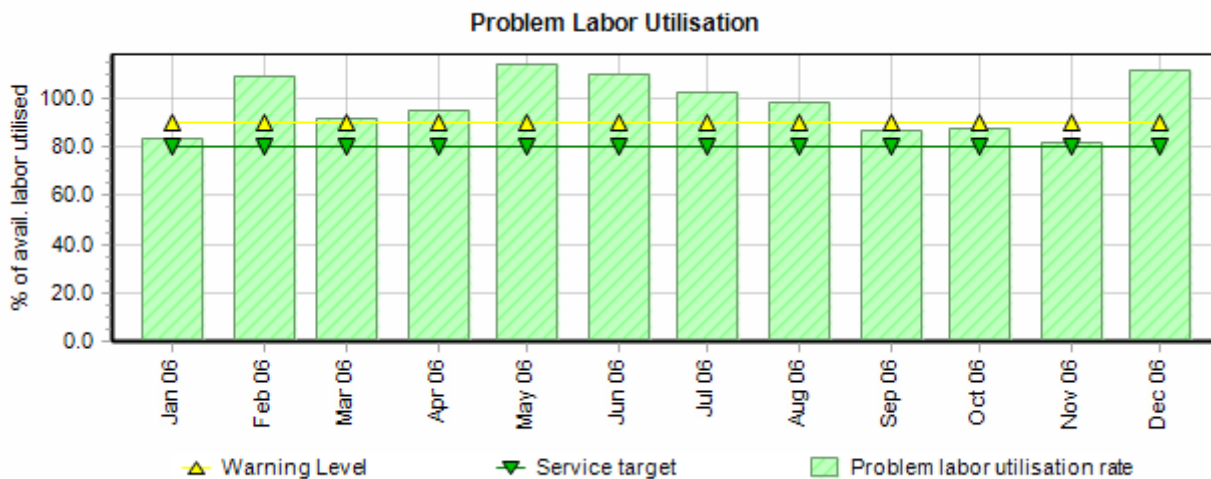
The percentage of problems impacting customers is indicated in the following graph. During the month of December 2006, 7.31 percent of problems had a direct impact on our customers. This represents an increase of 1.82 percentage points over the previous month. The Customer Impact Rate is currently above the service target but below the warning level **AND NEEDS ATTENTION**.



# Labor Utilisation

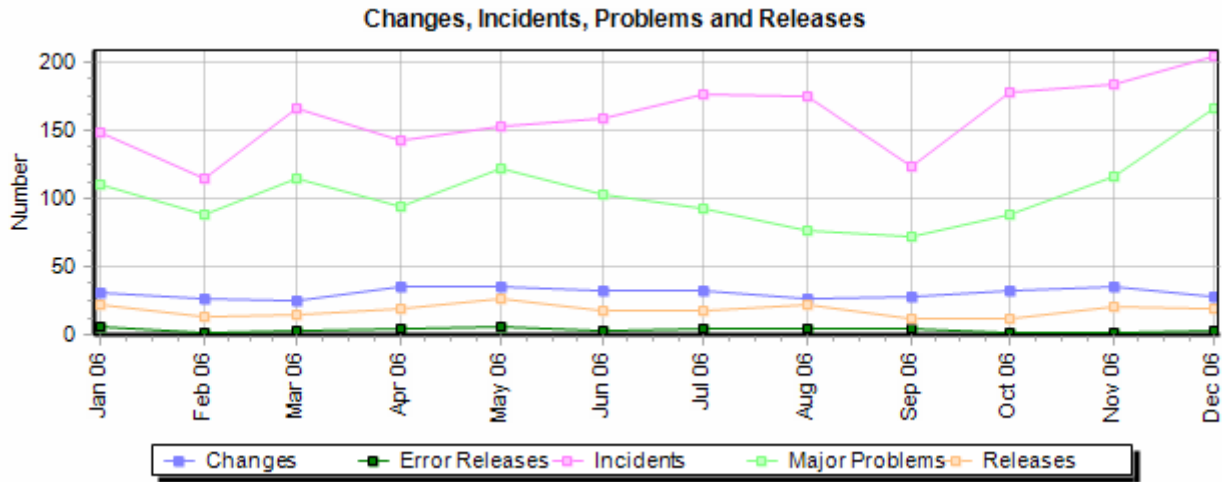
## How much available labor capacity was spent handling problems?

The percentage of labor used for problem resolution is shown in the following graph. This is determined as the ratio of hours spent resolving problems over the number of staff hours available for problem resolution. During the month of December 2006, 111.89 percent of available labor was utilised for problem resolution. This represents an increase of 29.89 percentage points over the previous month. The Labor Utilisation Rate is currently above the warning level **AND NEEDS URGENT ATTENTION**.



# Changes, Incidents, Problems and Releases

The following chart shows the relationship between Changes, Incidents, Problems and Releases.



**This report template produced for and using**



Automate reporting, innovate decisions

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End of Problem Report - Dec 2006

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