

The process improvement recommendations are sourced from a knowledge base in the software that has been developed based on ITIL® and ISO/IEC 20000 guidelines.

Where any aspect of the process presents risks or non-conformance, the recommendation provides some commentary on what the desired state should be. These recommendations demonstrate areas to address the risks observed during process assessments and are best practice guidelines.

While any automated report is obviously unable to provide specific recommendations based on organisational context, a qualified and seasoned ITIL consultant is easily able to include such observations and conclusions as value-add consultancy.

An important and unique feature is our Score Reliability. While scores are all well and good, we believe it is vital when important decisions may be made based on the assessment outcomes, that there is a measure of how reliable the scores are.

Profile	Level 1		Level 2		Level 3		Level 4		Level 5	
	Process Performance		Performance Management	Work Product Management	Process Definition	Process Deployment	Process Measurement	Process Control	Process Innovation	Process Optimisation
Rating Score	L	L	L	L	L	L	L	F	n/a	n/a
Score Reliability	High	High	High	High	High	High	Moderate	Poor		
No. of responses	4	4	4	4	4	4	4	4		

Score Reliability is based on coefficient of variation (CV) that measures dispersion of responses from the average rating score at each process capability level.

- "High" score reliability when CV is below 30%
- "Moderate" score reliability for CV between 30 and 50%
- "Poor" score reliability for CV above 50%

What are my next steps?

Contact Macanta Consulting to discuss your requirements.

Email info@macanta.com.au, or call 1300 226 111.

3.0 Problem Management

According to ISO/IEC 20009-4, the purpose of the problem management process is to reduce service disruption. As a result of successful implementation of Problem Management process, expected outcomes are:

- problems are identified, recorded and classified;
- problems are prioritised and analysed;
- problems are resolved and closed;
- problems which are not progressed according to agreed service levels are escalated;
- the effect of unresolved problems is minimised; and
- the status and progress of the resolution of problems are communicated to interested parties.

3.1 Problem Management Assessment Profile

Process	Level 1		Level 2		Level 3		Level 4	
	Process Performance	Process Maturity	Process Performance	Process Maturity	Process Performance	Process Maturity	Process Performance	Process Maturity
Rating Score	4	4	4	4	4	4	4	4
Score Reliability*	High	High	High	High	High	High	Average	Low
Number of responses	4	4	4	4	4	4	4	4

Label:
■ Fully: There is certainty that process activities are usually performed.
■ Largely: Process activities are performed in the majority of cases.
■ Partially: Process activities are performed but not frequently.
■ Not: Process activities are not or rarely performed.

* Score Reliability is based on coefficient of variation (CV) that measures dispersion of responses from the average rating score at each process capability level.
 • "High" score reliability when CV is below 30%
 • "Moderate" score reliability for CV between 30 and 60%
 • "Low" score reliability for CV above 60%

Standard Indicator	Observation & Recommendation	Score Rating & Reliability
RES3.1	Problems should be comprehensively identified from different sources. Consider the following scenarios and ensure problems are properly identified in these cases, among others: <ul style="list-style-type: none"> • The service desk may identify an unknown cause of one or more incidents and registers a problem. • The technical support group may identify an underlying problem while analysing an incident. • An event or alert tool in the ITSM software may automatically trace an error that registers problems. • A supplier may report a problem that they identified. • Proactive problem management activities may identify problems during analysis of incidents. 	L (High)
RES3.1	Identified problems should be properly recorded. In most cases, it means an entry in the ITSM software tool. This ensures that a comprehensive historic problem report could be made available for control and escalation if required.	L (High)
RES3.1	Problems should be accurately classified (for example, problem areas could be hardware, network, and software). This helps in analysing the cause of and solution to the problem quickly.	P (Moderate)
RES3.2	Problems should be assigned with a priority because not all problems are equally important to fix as soon as they occur. For example, status of a problem could be: emergency, urgent, important, and not urgent. While prioritising a problem, the of the related incidents and the seriousness of the problem involved, resolution time and impact on mission-critical incidented.	L (Moderate)

Standard Indicator	Observation & Recommendation	Score Rating & Reliability
2.1: Performance Management		
GP2.1.2	The activities of Problem Management should be driven by the identified performance targets so that the Problem Management can be monitored against the plans.	P (High)
GP2.1.3	If new performance targets are set, the Problem Management activities should be properly rescheduled to address the changes in the activities.	
GP2.1.4	The needs for experience, knowledge and skills to perform Problem Management activities should be clearly defined. This helps in determining training needs and in understanding current and future staff competencies required to perform the process activities.	
GP2.1.5	Proper human and infrastructure resources that includes competent people, reliable partners (vendors and suppliers), well-performed processes (based on ITIL guidelines) and relevant technologies (e.g. ITSM tools) – these resources should be sufficient enough to perform Problem Management activities effectively. It is especially important to be aware of appropriate changes to the resources as the process improves.	

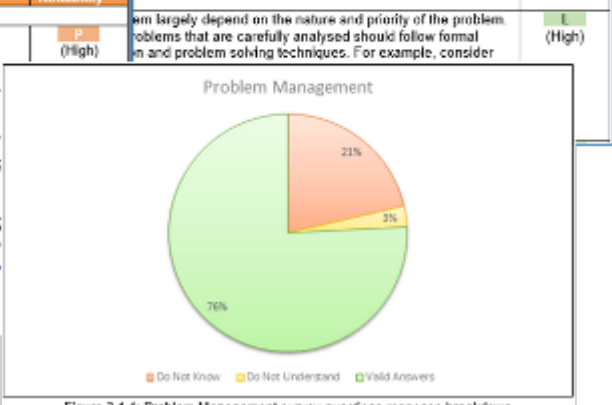


Figure 3.1.1: Problem Management survey questions response breakdown

The assessment report presents the process capability results and provides process improvement recommendations.

Our cloud based (SaaS) assessment facilitates the process assessment approach in the following three steps:

1. Online surveys are used to collect information for process assessment in the software. Questions are based on the process assessment model from ISO/IEC 15504 part 8 (an exemplar process assessment model for ITSM). Now known as ISO33000.
2. Process capability ratings are calculated by the software using the measurement framework of ISO/IEC 15504-2. The average score based on all respondents along with the reliability of the score based on the responses consistency are determined by the software.
3. The assessment report is generated by the software. It:
 - Presents the process capability scores
 - Provides process improvement recommendations when any area of process demonstrates risk (a score of partial achievement or lower).

ITSM (ISO 33000) Compliance Assessment

The adoption of the ITIL framework has become a worldwide phenomenon. ISO 33000 has become the recognised maturity measurement for ITIL processes.

For both internal and external IT service providers there is often a need to:

- Confirm that processes are indeed supporting the delivery of IT services
- Ensure that organisational policy and strategy guidelines are being met
- Measure processes against a recognised standard
- Have assessment outcomes that are consistent and comparable for benchmarking and continual service improvement
- Provide a competitive differentiator for delivery of IT services

The True Assessments ISO33000 Compliance assessment, using our unique SMPA (Software Mediated Process Assessment) methodology meets all these requirements in addition to:

- Academic rigour
- Industry relevance
- Objectivity
- Automation and low labour intensity

