**UniQuE**

Problem Management Procedures

(Engagement Name and Id)

(Client)

**Document History**

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Author | Changes |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Review And Approval**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Company | Role | Name | Date | Signature |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Distribution**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Company | Name | Number | Media | Action |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Storage**

|  |  |  |
| --- | --- | --- |
| Location | Access | Administrator |
|  |  |  |
|  |  |  |

Company Confidential - Copyright © 2017 Capgemini - All rights reserved

Template Version Number: Group Reference v1.1

**Table Of Contents**

[1 Introduction 3](#_Toc515984789)

[1.1 Purpose Of The Document 3](#_Toc515984790)

[1.2 Control Of The Document 4](#_Toc515984791)

[1.3 Owner 4](#_Toc515984792)

[1.4 Distribution 4](#_Toc515984793)

[1.5 Definition Of Terms And Abbreviations 4](#_Toc515984794)

[1.6 References 4](#_Toc515984795)

[2 Overview 5](#_Toc515984796)

[2.1 Scope And Requirements 5](#_Toc515984797)

[2.2 SLA And KPI 5](#_Toc515984798)

[3 Organization 5](#_Toc515984799)

[3.1 Service Organizational Chart 5](#_Toc515984800)

[3.2 Service Teams 5](#_Toc515984801)

[3.2.1 Client Team 5](#_Toc515984802)

[3.2.2 Capgemini Service Teams 5](#_Toc515984803)

[3.2.3 Subcontractors / Third Parties 5](#_Toc515984804)

[4 Problem Management Process 6](#_Toc515984805)

[4.1 Proactive Problem Identification 6](#_Toc515984806)

[4.1.1 Methods 6](#_Toc515984807)

[4.2 Problem Handling 6](#_Toc515984808)

[4.2.1 Detection And Recording 6](#_Toc515984809)

[4.2.2 Investigation and Identification Of Root Cause. 6](#_Toc515984810)

[4.2.3 KEDB Update 6](#_Toc515984811)

[4.2.4 Problem Resolution. 6](#_Toc515984812)

[4.2.5 Problem Closure. 6](#_Toc515984813)

[4.3 Manage Problems And Actions 6](#_Toc515984814)

[4.4 Review Problem Management 6](#_Toc515984815)

[4.5 Main Interfaces With Other Processes 6](#_Toc515984816)

[4.6 Process Improvement Procedures 7](#_Toc515984817)

[4.7 RACI 7](#_Toc515984818)

[5 Communication 7](#_Toc515984819)

[5.1 Meetings 7](#_Toc515984820)

[5.2 Status Reporting 7](#_Toc515984821)

[5.3 Escalation Mechanism 7](#_Toc515984822)

[5.4 Stakeholder Communication 7](#_Toc515984823)

[6 Problem Management Tools 7](#_Toc515984824)

1. Introduction
   1. Purpose Of The Document

This document details the roles, responsibilities and procedures to satisfy the Problem Management process, provided by Capgemini to <Client name> for the <Contract>.

The main objective is:

* To create mutual understanding of Capgemini and the Client about how this process can be delivered to meet the agreements with the Client, as specified in the Service Contract. This is done by:
* Clearly defining the organization and related responsibilities of Capgemini and the Client.
* Defining the processes and procedures required to provide service to the client in accordance with the Service Level Agreements.
* Defining the Key Performance Indicators (KPI) for Problem Management.
* To ensure that the terms of the Service Contract are fully understood by the Problem Manager and responsible delivery teams, demonstrate the acceptance of this document.
* To clearly define the responsibilities of Capgemini.
* To identify and establish a common understanding of the approach and components used during the service, (i.e. procedures, rules and applicable methods).
* To document or reference the specific versions of procedures, standards and methods which are applicable to the delivery of the service, incorporating Client procedures, as applicable.
* To provide an outline of the Technical Environment and tools used within the Service Engagement.
  1. Control Of The Document

The Engagement Manager (EM) in collaboration with the Problem Manager is responsible for setting up the initial version of this document and the periodic maintenance of this document. This document should be minimally reviewed yearly and if needed, intermediate versions can be published. Each adjustment on this document should be agreed by the Client and Capgemini.

The log file of this document consists version number, date version, enhancements for specific version and author of the document. For significant adjustments “n.0” will be used and for small intermediate versions “n.x”.

* 1. Owner

Owner of this document is the Problem Manager of the Service Engagement.

* 1. Distribution

Each version will be distributed to all stakeholders of Capgemini and the Client. Each stakeholder is responsible to take notice of this document, communicate to his teams and act accordingly.

* 1. Definition Of Terms And Abbreviations

|  |  |
| --- | --- |
| Term | Definition |
| CMMI for Services | Capability Maturity Model Integration for delivery of Services |
| ITIL | Information Technology Infrastructure Library |
| ISO | International Organization for Standardization |
| SGP | Service Governance Plan |
| SLA | Service Level Agreement |
|  |  |

* 1. References

|  |  |
| --- | --- |
| Reference | Source |
| UniQuE | https://e-3d.capgemini.com/sites/SSC2/GroupQMS/SitePages/QMS.aspx |
|  |  |
|  |  |
|  |  |

1. Overview
   1. Scope And Requirements

*<<* *Mention the scope (in scope and out of scope) based on the engagement contract. Also link the Requirement document >>*

* 1. SLA And KPI

<<Refer to SLA and if needed, add list additional agreed (internal and external) KPIs>>

1. Organization
   1. Service Organizational Chart

<<Mention the Organizational Chart to depict the teams responsible for this process within the Service Engagement. This would include Client team, Capgemini team, stakeholders and third-party vendors where ever applicable>>

* 1. Service Teams
     1. Client Team

The Client in an IT service provider is the person or group who defines and agrees the service level targets.

<<Mention the Client point of contacts, outlining their responsibilities and specific areas of expertise. Define contacts per group and language (if relevant)>>

* + 1. Capgemini Service Teams

<<Define the various resolver teams involved, outlining their responsibilities (e.g. 2nd/3rd Line Support) and specific areas of expertise. Define contacts per group and language (if relevant).

The language per team should be defined as well. If translation issue is relevant for the Service Engagement, precise the language for every information exchanged and when the translation is performed>>

* + 1. Subcontractors / Third Parties

<<Describe any interfaces to subcontractors, including third party resolver teams. How will problems be communicated/updated when third parties are involved e.g. interfaces between IT Service Management tools>>

1. Problem Management Process
   1. Proactive Problem Identification
      1. Methods

*<<Mention the methods adopted to perform proactive problem management (trend analysis, record defects from development leaked into production, etc.)>>*

* 1. Problem Handling
     1. Detection And Recording

*<<Mention the process to be followed for problem detection. Once the problem is received, mention the tool where the problem description and its associated details are recorded>>*

4.2.2 Investigation and Identification Of Root Cause.

*<<Mention the activities and techniques employed for investigation and root cause analysis of a problem>>*

4.2.3 KEDB Update

*<<In case of a work around, mention the process to update the KEDB with the known error and its work around till the time a permanent solution is implemented>>*

4.2.4 Problem Resolution.

*<<Mention the steps taken to resolve the problem. In many cases this would involve triggering the Change*

*Management process to implement the permanent resolution to fix the problem>>*

4.2.5 Problem Closure.

*<< Mention the steps taken to formally close the problem in the tool. Also mention the list of stakeholders*

*including other stream stakeholders who must be informed about the problem closure>>*

* 1. Manage Problems And Actions

*<<Mention the steps required to manage the problems and its respective actions. This includes the steps taken to manage all the pending problems, outstanding issues and actions taken. Any escalations during Problem Management are also handled and actions identified to prevent future escalations must be discussed in the escalation communications>>*

* 1. Review Problem Management

*<<Mention on how the agreed measurements of this process are captured and analyzed>>*

* 1. Main Interfaces With Other Processes

*<<Mention the inter dependency of this process with other processes. Cross reference to any other process or plans can also be mentioned here>>*

* 1. Process Improvement Procedures

*<<Mention the improvement opportunities and actions identified as an outcome of the monitor, analyze and review activities of this process>>*

* 1. RACI

*<<Mention the detail roles and responsibilities of service teams for this process>>*

1. Communication
   1. Meetings

*<<Mention the meetings along with details like frequency, team, purpose, etc. required during the life cycle of the Service Engagement>>*

* 1. Status Reporting

*<<Mention the status reporting details (frequency, template, distribution list, etc.) as agreed with the Client>>*

* 1. Escalation Mechanism

*<<Define the escalation mechanism which must be followed within the Service Engagement to address the Problem Management escalation. Normally it includes the mechanism to address the issues, escalation criteria for missed deadlines, action list, etc.>>*

* 1. Stakeholder Communication

*<<Identify the list of stakeholders for this process and mention the instances and mode of communication for the same>>*

1. Problem Management Tools

*<<Mention the tools and its purpose used to execute the process within the Service Engagement>>*