

## PROBLEM MANAGEMENT SUCCESS – start using Causal closing codes

Many organisations struggle to make Problem Management work effectively.

For me there are a number of reasons for this – many to do with getting the right people to do the right job

One key area which is vital to develop for this is reporting, particularly to start to really identify underlying causes and trends – e.g. for incidents. If you close your incidents off against the initial (logging) categories that you've used to identify the incident, you may miss the ***Reason why*** the incident actually happened. So closing against 'software' may be useless to you if the cause was actually a user or 3<sup>rd</sup> party error.

So its important and useful to use separate 'closing' categories or 'causes' form logging categories or impact etc. – these are different things.

Here's a suggested list of closing or 'cause' codes to help to identify trends and make some sense and provide MI around root cause etc.

**Known/standard error** – existing issue, fault or request known, with workaround to maintain service

### **Process failure**

- no relevant process
- process not adequate
- governance – process not followed

### **Resource issue**

- Skill/knowledge issue
- Availability issue

### **External Issue**

- 3rd party system issue
- Environment issue

### **User issue**



- user error
- training issue
- Policy issue

**Hardware failure**

- xxx as required

**Security issue**

- password reset
- access issue

**Systems issue**

- networks
- infrastructure
- operating systems failure
- xxx as required

**Software – issue**

- Design issue
- Build issue
- Test issue
- Service introduction issue

**Contract/commercial issue****Information –**

- Technical information given
- 'How to ' question answered

**Request or order fulfilled**

**Cause unidentified** – service resumed, cause unknown

(optional to be used by limited SD people only) usually should be passed to problem management, but in some cases the cause is unknown. To be used with care and to avoid having 'other' as an option.

