



telent-ICT Problem Management Report 2008-2009
APPENDIX D (CFO/255/09)

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Problem Management Report

Annual Report: Apr 08 to Mar 09

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1.0 Introduction

In an attempt to reduce the numbers of incidents raised by telent, we implement a problem management process. This report provides 12 months of statistical analysis and evidence that problem management has reduced incidents by implementing workarounds, permanent solutions and preventative actions.

The report details problem management from April 08 to March 09

The Service Desk knowledge based has developed significantly over the reporting period. Time to fix incidents has reduced as immediate resolution details are located in the database. Where a resolution may have taken a Service Desk Engineers 20 to 30 minutes of longer to find a resolution to an incident they may not have prior knowledge of, has reduced to 5 to 10 minutes as the fix details can be quickly located on the knowledge base and immediately used to restore service.

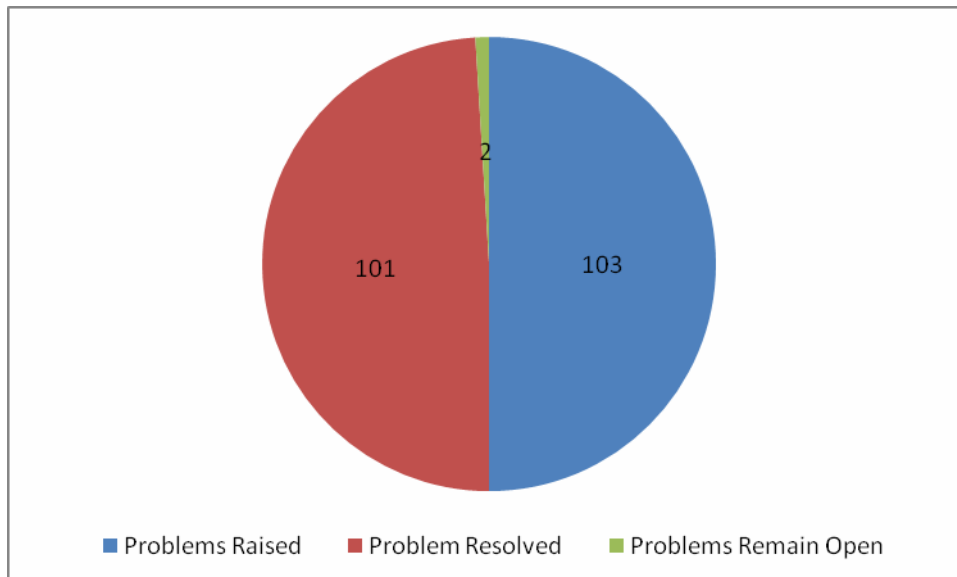
Incident numbers have also reduced in some areas where permanent fixes have been implemented. Statistic below provide evidence of this.

2.0 Statistics

103 Problem tickets were raised

101 Problem tickets were resolved

2 Problem tickets remain Open



The established route causes, permanent fixes and temporary workarounds have resolved a total of **560** Incidents.

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3.0 Known Errors

3.1 April 08

12 Known Errors were raised in April, 8 of which found a route cause for single incidents that haven't reoccurred.

The remaining 4 found a route cause and resolved more than one incident:

- OUTLOOK – User emails disappearing into personal folders on user desktops.
Fix used to resolve 9 linked incidents
- RICOH 1027 – scan sent to Ricoh but file not creating in mfrsapps/scan.
Fix used to resolve 2 linked incidents
- OUTLOOK – Set up inaccurate, users working off line.
Fix used to resolve 48 linked incidents
- FILES – Users unable to view MDI. files in Water Section public folders.
Fix used to resolve 10 linked incidents

3.2 May 08

15 Known Errors were raised in May, 11 of which found a route cause for single incidents that haven't reoccurred.

The remaining 4 found a route cause and resolved more than one incident:

- REALPLAYER – Users unable to stream content from web through Reaplayer.
Fix used to resolve 3 linked incidents.
- VISION BOSS – Maps failing
Fix used to resolve 2 linked incidents
- FULL LOG FILES – Security log file full, users unable to log on.
Fix used to resolve 17 linked incidents
- SOPHTLOGIC – not loading, system tray icon not appearing. System shuts down before fully loaded.
Fix used to resolve 1 linked incident

3.3 June 08

7 Known Errors were raised in June, 3 of which found a route cause for single incidents that haven't reoccurred.

The remaining 4 found a route cause and resolved more than one incident:

- ROAMING PROFILE – users unable to log off
Fix used to resolve 19 linked incidents
- SOPHOS VIRUS – requirement to clear virus from server
Fix used to resolve 265 linked incidents
- SOPHTLOGIC – Option buttons missing from the Sophtlogic screen.

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Fix used to resolve 7 linked incidents

- MOBILISATION USER AGENT – disconnecting from Vision server 1,2 and 3. Fix used to resolve 9 linked incidents

3.4 July 08

6 Known Errors were raised in June, 4 of which found a route cause for single incidents that haven't reoccurred.

The remaining 2 found a route cause and resolved more than one incident:

- SOPHTLOGIC – system freezing when making edits in stock invoice.
Fix used to resolve 2 linked incidents
- SPEECH RECOGNITION – incorrectly activated on laptops.
Fix used to resolve 2 linked incidents

3.5 Aug 08

4 Known Errors were raised in June, 3 of which found a route cause for single incidents that haven't reoccurred.

The remaining 1 found a route cause and resolved more than one incident:

- TAO AMPS – Station amps failing
Fix used to resolve 31 linked incidents

3.6 Sept 08

5 Known Errors were raised in June, 1 of which found a route cause for single incidents that haven't reoccurred.

The remaining 5 found a route cause and resolved more than one incident:

- SGS – Users unable to access SGS using Windows Vista.
Fix used to resolved 6 linked incidents
- TRENDS – Boiler Management – system not responding following server downtime. Fix used to resolve 3 linked incidents
- VoIP PHONE – phone display showing DHCP discovery boot.
fix used to resolve 2 linked incidents
- VIRGIN INTERNET USERS – unable to access Webmail and SGS.
Fix used to resolve 6 linked incidents
- ROAMING PROFILE – Users unable to open Outlook
Fix used to resolve 2 linked incidents

3.7 Oct 08

9 Known Errors were raised in June, 7 of which found a route cause for single incidents that haven't reoccurred.

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The remaining 2 found a route cause and resolved more than one incident:

- WEBMAIL – Users unable to access Webmail from home locations, advising of an incorrect address.
Fix used to resolve 22 linked incidents.
- AUTO-TEXTING – IS MISSING FROM ms Word documents.
Fix used to resolve 7 linked incidents.

3.8 Nov 08

6 Known Errors were raised in June, 3 of which found a route cause for single incidents that haven't reoccurred.

The remaining 3 found a route cause and resolved more than one incident:

- WAND LAPTOP – Blue screen issues on wand laptops.
Fix used to resolve 3 linked incidents
- FTP MFSBR7 – password being incorrectly requested.
Fix used to resolve 2 linked incidents
- FILE NAME – too many characters, unable to save.
fix resolved 4 linked incidents

3.9 Dec 08

7 Known Errors were raised in June, 4 of which found a route cause for single incidents that haven't reoccurred.

The remaining 3 found a route cause and resolved more than one incident:

- SOPHTLOGIC PROFILE – Users being disconnected from Sophtlogic when dismounting riders.
Fix used to resolve 2 linked incidents
- WORD – Bullets are displayed upside down
Fix used to resolve 2 linked incidents
- WAND LAPTOP – print spooler failing on Wand laptops
Fix used to resolved 8 linked incidents.

3.10 Jan 09

6 Known Errors were raised in June, 4 of which found a route cause for single incidents that haven't reoccurred.

The remaining 2 found a route cause and resolved more than one incident:

- WEBMAIL – Vista users receiving a blank page when replying to emails.
Fix used to resolve 2 linked incidents
- DESKTOP PC – pc not displaying output

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Fix used to resolve 3 linked incidents

3.11 Feb 09

7 Known Errors were raised in June, 2 of which found a route cause for single incidents that haven't reoccurred.

The remaining 5 found a route cause and resolved more than one incident:

- CAPACITY – Continuous report indicating a threshold reach from W5.
Fix used to resolve 3 linked incidents
- WAND LAPTOP – laptop taking approx ten minutes to log on
Fix used to resolve 4 linked incidents.
- OFFICE 2007 FILES – unable to open XLSX files with Office 07 to 03 converter loaded.
Fix used to resolve 3 linked incidents.
- LEARN DIRECT – User unable to download executable files.
Fix used to resolve 5 linked incidents.
- DESKTOP PROFILE – IE requesting user name and password.
Fix used to resolve 3 linked incidents.

3.12 Mar 09

9 Known Errors were raised in June, 5 of which found a route cause for single incidents that haven't reoccurred.

The remaining 4 found a route cause and resolved more than one incident:

- EFin – Unable to print from the EFin Application.
Fix used to resolve 2 linked incidents.
- SCANFILE – Users unable to access Scan file which has been installed locally.
Fix used to resolve 2 linked incidents.
- SOPHTLOGIC – Logon script hangs when accessing Sophtlogic on Live and Test Systems.
Fix used to resolve 7 linked incidents.
- MACC – Unable to answer 999 call.
Fix used to resolve 2 linked incidents

4.0 Known Problems

4.1 April 08

2 Known Problems were raised in April.

- FOLDER DELETION – reoccurrence of deletion of Wirral month end returns.
User Error – 4 linked incidents

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- CHANNEL 4 INCIDENTS AT BILINGE – no reoccurrence of fault.

4.2 June 08

3 Known Problems were raised in June.

- WEBMAIL AND SGS ACCESS – user experiencing problems connecting from Council Office.
User Error – 3 linked incidents
- LINK FAILURE SPEKE WORKSHOPS – reoccurrence of link failures.
Ongoing BT cable problem – 4 linked incidents
- BUSINESS OBJECTS – taking 10 minutes to open.
Route cause inconclusive following thorough investigation. Two workarounds established – 3 linked incidents

4.3 July 08

One Known problem raised in July.

- SOPHTLOGIC – System showing incorrect station for one user.
Open – awaiting Sophtlogic.

4.4 Nov 08

One Known problem raised in Nov.

- PLAYBACK – Increase in playback incidents
Open – monitoring

4.6 Feb 09

2 Known Problems raised in Feb.

- VISION WARNING MESSAGES – contain no information.
Fortek advise of a no fault found. telent monitored for several months with no reoccurrence – 14 linked incidents.
- PRINTING – Black lines printing on HQ printer.
Route cause unknown, HP replaced printer.

4.7 Mar 09

One Known Problem was raised in March.

- VISION – running slow, problems with narrative service
Route cause unknown, workaround established.