

The Importance of Problem Management Governance

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Abstract: This paper defines the key elements of problem management governance. It outlined relevant governance policies and procedures to be obeyed by organizations. It also outlined the importance of having clear roles and responsibilities. The paper discussed that all activities should be monitored to ensure no repeat of the incident shall occur and risk assessment is accordingly conducted. An organization's culture has an impact on governance. All of these criteria are something an organization must consider when implementing any governance. This paper is also highlighting the guidelines to enforce effective problem management governance such as using the right tool and having a training plan and defining the appropriate key performance indicators. The paper concludes with the major benefits of having an effective problem management governance including identifying the exact root cause of the incident and resolve it permanently, identifying improvement opportunities, reducing costs, improve productivity, and make sure that the organization is complying with industry best practices.

Keywords: Governance, Problem Management, Effective Problem Management, Governance Guidelines.

I. INTRODUCTION

Problem management is one of the IT Service Management processes that aims to identify the root cause of incidents and then provide a permanent solution. To ensure effective and efficient problem management, it is important for organizations to have an appropriate and relevant problem management governance process. Problem management governance is a set of policies, procedures, roles and responsibilities that govern how problems are managed within an organization, as well provides a framework for ensuring that problem management is aligned with the organizations overall IT goals and objectives.

II. KEY ELEMENTS OF PROBLEM MANAGEMENT GOVERNANCE

The following list of factors should be considered by organizations to increase the effectiveness of problem management governance. This will help to assist them to improve their IT service quality, reduce costs, increase efficiency, and enhance compliance with sector norms.

A. Clear definition of the problem management process:

The Problem management process must be clearly defined and documented so that everyone in the organization understands how it works. It includes the steps involved in the process, the roles and responsibilities of each stakeholder, and the tools and techniques to be used (AI and the Linked In Community, n.d.).

B. Set of policies and procedures for managing problems:

Problem management process should be supported by a set of policies and procedures that define how problems are to be identified, investigated and resolved. When applying policies, the procedures need to be clear, concise, and understandable (AI and the Linked In Community, n.d.).

C. Clear definition of roles and responsibilities:

The roles and responsibilities of all stakeholders in problem management process should be clearly defined so that all stakeholders understand relevant information in the same way. This includes the roles of problem manager, incident manager, service desk, and technical teams (AI and the Linked In Community (n.d.)).

D. A mechanism for monitoring and reporting on problem management activities:

There should be a mechanism for monitoring and reporting on the effectiveness of the problem management process. Such mechanism will help identify areas where the process can be improved and understand what exactly should be done to close any arising gaps within the process (Atlassian, n.d.).

E. Culture and values of the organization:

The problem management process must be consistent with the culture and values of the organization. Also, it should be agile with business needs and transformation to ensure the process is effective and sustainable (Hsu, 2011).

F. Risk tolerance of the organization:

The problem management process must be tailored to the risk tolerance of the organization. This means that a process must be designed to identify and resolve problems that pose a significant risk to the organization (Hsu, 2011).

G. Resources of the organization:

The problem management process should be designed in a way that is feasible with the resources of the organization. This means that the process should not be too complicated or time-consuming. By considering all these factors, organizations can develop effective problem management governance processes that will help them improve IT service quality, reduce costs, increase efficiency, and increase compliance (Hsu, 2011).

III. GUIDELINES TO ENFORCE EFFECTIVE PROBLEM MANAGEMENT GOVERNANCE

This is a list of tips which can be tailored by organizations to implement and efficient and effective problem management governance and compliance:

A. Utilize a problem management tool:

A problem management system can help to automate the process and make it more efficient and time effective. This will ensure adding significant value to the implementing the process (Hsu, 2011).

B. Train staff on problem management:

Staff needs the proper training and knowledge on problem management process so that they realize their roles and responsibilities (Hsu, 2011).

C. Communicate problem management procedures:

The process planning and strategy should be communicated to all stakeholders so that everyone knows the overall process flow and expectations (Hsu, 2011).

D. Monitor and review problem management process and its key performance indicators:

The problem management process and its key performance indicators (KPIs) should be monitored and reviewed on a regular basis to ensure that it is effective and up to date (Atlassian, n.d.).

IV. BENEFITS OF EFFECTIVE PROBLEM MANAGEMENT SYSTEM

Effective problem management governance is an essential tool for organizations of all sizes that want to improve their IT operations and achieve their business goals. The following are key benefits:

A. Improving the quality of IT managed services: Effective problem management governance will contribute to enhance the efficiency of IT services by:

- Identify the root cause and resolve problems; therefore, they can be prevented from reoccurrence (Alie, 2015).
- Minimizing the impact of incidents that do occur. This ensures that they are quickly and efficiently resolved (Hsu, 2011).

B. Cost reduction: Effective problem management can help reduce costs, which can be achieved by:

- Preventing incidents from happening, which can save money on downtime and development costs of the solution (Hsu,2011).
- Reducing the impact of incidents, in order to reduce the need for overtime and other unplanned costs (Alie, 2015).
- Identifying and removing waste, ensuring that problems are solved at once and for all (Fumagalli, Farina, Macchi, Macini & Sala, 2012).

C. Increase productivity: Effective problem management can help increase productivity by:

- Identifying and resolving problems quickly and effectively, this can free up IT resources to focus on other tasks.
- Providing a framework for collaboration, bringing together stakeholders from different sectors and departments (Atlassian, n.d.).
- Automation of common tasks, which can free up IT staff to focus on more strategic tasks (Hsu, 2011).

D. Increase compliance: Effective crisis management can help increase compliance by:

- Ensuring that problems are resolved in accordance with industry best practice & regulations.
- Establishing a process for tracking and reporting on crisis management activities and integrate with service continuity process (Alie, 2015).
- Documentation of the problem management process, which can help auditors prove compliance (Atlassian, n.d.).

In addition to these benefits, effective problem management can also help organizations:

- Improve customer satisfaction.
- Reduce risk.
- Improve operational agility (Alie, 2015).

V. CONCLUSION

Problem management governance is a critical component of IT service management. The main agenda on those who implement governance within this context comprises a minimum damage to the organization. Specifically, effective problem management governance can help organizations reduce downtime, improve service quality, and increase customer satisfaction. It is clear that if the organization is successful in this regard, then the organization can only improve. However, it must ensure that it operates within the context of best practices. If the advice is followed that has been outlined throughout this paper, then it will improve IT operations and achieve their business goals.

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