

Introduction to Problem Management



1

Proactive Identification

Using flowcharts to identify potential problems before they escalate saves time and resources

2

Streamlined Communication

Flowcharts enhance communication by providing a clear visual representation of problem management processes

3

Effective Root Cause Analysis

Flowcharts facilitate thorough root cause analysis, ensuring that the real issue is addressed efficiently

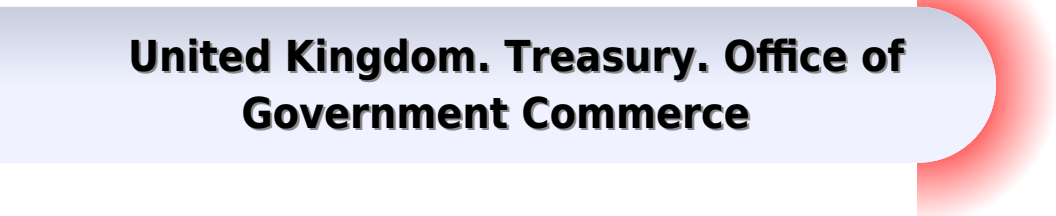
4

Continuous Improvement

Implementing flowchart-based solutions fosters a culture of continuous improvement and learning within teams

Successful Problem Management

**United Kingdom. Treasury. Office of
Government Commerce**



Successful Problem Management:

Best Practice for Security Management United Kingdom. Treasury. Office of Government Commerce, 1999 Security Management is the process of managing a defined level of security on information and IT services Included is managing the reaction to security incidents *Applied Problem-Solving in Healthcare Management* Sandra Potthoff, Justine Mishek, Gregory W. Hart, 2020-11-05 Note to Readers Publisher does not guarantee quality or access to any included digital components if book is purchased through a third party seller Applied Problem Solving in Healthcare Management is a practical textbook devoted to developing and strengthening problem solving and decision making leadership competencies of healthcare administration students and healthcare management professionals Built upon the University of Minnesota Master of Healthcare Administration Program s Problem Solving Method the text describes the never assume mindset and the structured method that drive evidence based action oriented problem solving The never assume mindset requires healthcare leaders to understand themselves and their stakeholders and to engage in waves of divergent and convergent thinking This structured method guides the problem solver through the phases of defining studying and acting on complex interrelated organizational problems that involve multiple root causes The book also describes how the Problem Solving Method is complementary to quality improvement methods and can be used in healthcare organizations along with Lean Design Thinking and Human Centered Design Providing step by step instruction including useful tips tools activities and case studies this effective resource demonstrates the utility of the method for all types of health organization settings including health systems hospitals clinics population health and long term care For students taking health management capstone and experiential learning courses including internship and residency projects this book allows them to test and apply their problem solving and decision making skills to real world situations Beyond the classroom it is an indispensable resource for organizations seeking to enhance the problem solving skills of their workforce The authors of the text have nearly 75 years of combined experience in healthcare management leadership and professional consulting and teaching and advising healthcare administration students in classrooms on student capstone internship and residency projects and case competitions Synthesizing their expertise this text serves as a guide for those who wish to strengthen their problem solving abilities to systematically identify analyze study and solve pressing organizational challenges in healthcare settings Key Features Describes a mindset and a structured problem solving method that builds leadership competencies Encourages a step by step problem solving approach to define study and act on problems to drive action oriented solutions Supports experiential learning and coaching for students and professionals early in their careers applicable especially to healthcare management capstone and student consulting courses internship and residency projects case competitions and professional development in organizations Compares the Problem Solving Method to other complementary methods used in many healthcare organizations including Lean Design Thinking and Human Centered Design Effective Group Problem Solving William M.

Fox,1987-04-13 Provides an integrated easy to use approach that improves efficiency minimizes interpersonal conflicts and produces results Explains how the Improved Nominal Group Technique can help eliminate many common problems that conventional group procedures often cannot solve effectively Complex Problem Solving Peter A. Frensch,Joachim Funke,2014-04-04 This volume presents a state of the science review of the most promising current European research and its historic roots of research on complex problem solving CPS in Europe It is an attempt to close the knowledge gap among American scholars regarding the European approach to understanding CPS Although most of the American researchers are well aware of the fact that CPS has been a very active research area in Europe for quite some time they do not know any specifics about even the most important research Part of the reason for this lack of knowledge is undoubtedly the fact that European researchers for the most part have been rather reluctant to publish their work in English language journals The book concentrates on European research because the basic approach European scholars have taken to studying CPS is very different from one taken by North American researchers Traditionally American scholars have been studying CPS in natural domains physics reading writing and chess playing concentrating primarily on exploring novice expert differences and the acquisition of a complex skill European scholars in contrast have been primarily concerned with problem solving behavior in artificially generated mostly computerized complex systems While the American approach has the advantage of high external validity the European approach has the advantage of system variables that can be systematically manipulated to reveal the effects of system parameters on CPS behavior The two approaches are thus best viewed as complementing each other This volume contains contributions from four European countries Sweden Switzerland Great Britain and Germany As such it accurately represents the bulk of empirical research on CPS which has been conducted in Europe An international cooperation started two years ago with the goal of bringing the European research on complex problem solving to the awareness of American scholars A direct result of that effort the contributions to this book are both informative and comprehensive *IT Problem Management* Gary S. Walker,2001 Preface In the past three decades businesses have made staggering investments in technology to increase their productivity and efficiency The technological infrastructure of these companies has become increasingly sophisticated and complex Most companies today are extremely dependent on their technological infrastructure Operating without it is like trying to run a business without a telephone or electricity Businesses depend on their technology at least as much as perhaps more than any other utility However unlike the telephone and electric industries technology has not had the benefit of 100 years to mature under the control of a handful of companies Thousands of companies contribute to technology each doing whatever they think will sell the best Extreme and rapid innovation is the rule not the exception Change is the rule not the exception The resulting complexity has posed a new challenge for companies how to realize the potential and anticipated benefits of the investments in an environment of constant change Businesses are so reliant on technology that they need it to operate as reliably consistently and universally

as the telephone and electricity We are a long way from achieving that level of service Businesses face rising costs because of constant failures that result in lost productivity It is very difficult and expensive to find the resources with the expertise to manage and repair their infrastructures It is extremely difficult and expensive to keep those resources trained to manage a constantly evolving environment But guess what There is no choice but to invest in technology because it has to be done Business cannot stop investing in technology or they will be crushed by the competition So what have they done They have standardized to limit the diversity the expertise required and the problems associated with diversity They have striven to make the infrastructure as reliable as the telephone and to keep employees productive And they have created a team that has the skills the facilities and the charter to fix existing problems and reduce future problems That team is the service center and this book shares how the best of those teams are doing just that Technology impacts more than just a business s internal operations What about the company s customers They often need support as well More companies are realizing the value of providing quality service to its customers Some studies have indicated that keeping a customer costs one tenth the price of getting a new one while the return business from satisfied customers count for substantially more than one tenth of a company s revenue It makes good economic sense to spend money on keeping existing clients satisfied For many companies that means providing customers with quality support for the products and services they purchase So who in the company provides that service You guessed it the service center What is a service center It is an organization whose charter and mission are to provide support services to internal or external customers or to both It is a concentration of expertise processes and tools dedicated to taking customers requests and fulfilling them in a timely and cost effective manner leaving the customer delighted with the experience A service center has a defined range of service offerings from fixing problems to providing value added services and everything in between This book is intended to help a company set up that service center and deliver those services cost effectively The book focuses on structuring the organization and building the processes to move service requests efficiently and effectively through the organization to deliver quality service to the customer It discusses the pitfalls that afflict many service centers and offers techniques and solutions to avoid those pitfalls The book discusses the tools available to help a service center manage its business and deliver high quality cost effective services to customers The traditional help desk is still around but many have evolved into service centers As more businesses are faced with increasing technology costs and increasing pressure to be productive and efficient internally while delighting external customers many more help desks will be forced to evolve For a well run help desk the evolution is natural and not overly difficult Most help desks were originally designed to provide one type of service technical support Help desks traditionally helped customers by fixing their problems and answering their questions The help desk concentrated technical expertise problem management processes and tools to track and resolve customer problems answer customer questions and deliver that support as cost effectively as possible Many help desks have done this quite successfully and many have not As their

companies reengineer and look to streamline operations many company executives have asked the simple question Today you provide one type of service technical support How hard would it be to add additional services It s a fair question because the help desk already takes service requests tracks them makes delivery commitments to customers delivers the services and charges the customers The organization the processes the tools are in place The evolution usually starts small with simple technology related value added services such as ordering PCs You need a PC contact the help desk They ll figure out what you need order it track the order install it when it arrives and then support you if you have any questions Voila the help desk is now providing value added services Since you are ordering the equipment and maintaining and fixing it all the time how about keeping track of it No one else does Again voila you re providing a value added asset management service Since you have all of that valuable information can you report on it quarterly to the insurance and risk anagement department and the finance and accounting group Yep another value added service Hey you guys are pretty good at this stuff We need computer training Can you make arrangements for that and then handle the scheduling Its happened You are no longer just a help desk you are a service center offering both traditional help desk support and value added services to your customers This goes along for a while and you tweak the processes and improve your delivery capability Then someone in the company gets the idea that a single point of contact for many internal services would be handy and since you re already capable of handling value added servicesand you do it so well you should consider handling many more That certainly sounds reasonable For example how about a service for new employees Instead of the HR department contacting the telecom department the help desk and the facilities department every time a new employee is hired why don t they just contact the service center and let them coordinate the rest Like magic you ve added a service called New Employee Setup or maybe even better Amaze the New Employee You gather the vital information her name who she works for when she starts what budget to charge where she ll be sitting You order her PC you contact telecom to set up her phone and voice mailbox and you contact facilities to set up her workspace Then you notify security and set up her appointment to get a badge you schedule her into the next orientation class and you schedule her in the next PC and Networking in Our Company class Finally you generate the standard welcome on board letter that tells her the classes she is scheduled for and where they are located You have standard attachments that explain how to use the phone and how to log on to the PC and most importantly how to reach the service center You email the package to HR who is merely awaiting her arrival secure in the knowledge that all is well everything is ready and that the new employee will be duly impressed with her new company Just as you do with the problems you handle you follow up on this service to make sure the work is done on time Now your follow up includes telecom and facilities who essentially act like any other tier 2 group Instead of generating a trouble ticket you generate a tracking ticket which is associated with another new type of ticket a work order One work order is sent to telecom and another to facilities The new tracking ticket looks amazingly similar to a trouble ticket It has the same contact information

the customer name and location the desired delivery date the name of the agent who took the order when the order was placed the current status and who else is involved Work order tickets really aren't much different than a traditional trouble ticket to dispatch for example a hardware support technician that includes information on where to go what needs to be done when it needs to be done who is handling it its current status and priority and so on The work order ticket even goes into a queue just like a problem ticket dispatched to any tier 2 support group And just as with trouble tickets you have processes and tools in place to escalate the tracking and work order tickets and to send notifications if there is a problem or if more work to be done The entire process is logically very similar to managing problems The information must be tracked people are assigned to do the work the work is prioritized time commitments are in place processes are in place to handle work that can't be done in the agreed upon time frame additional levels of expertise are available to handle difficulties Perhaps most importantly it is all initiated tracked and closed centrally Many help desks resist this evolution If their house is not in order and they are struggling to handle technical support they should resist Get the technical support in order first Work on your problem management processes and take advantage of your existing tools When your problem management processes are working they'll work just as well for other value added services That is the secret If you can make and meet time commitments for technical support to customers you can easily add new value added services to your repertoire Value added services are like the simplest most common recurring problems your customers call about They're easy because the request is common so everyone is familiar with it The solution is known its predefined Processes to deliver the solution are already in place Processes to deal with unexpected complications are already defined and in use Simple You have the tools the people the processes the organization and the experience Overview This book was written because problem management is one of the most important processes for any IT organization Yet of the hundreds of companies we have worked with it is most often not done well It seems that many companies consider problem management only as an afterthought a necessary evil overhead or worse all of the above So what is problem management Problem management is a formal set of processes designed and implemented to quickly and efficiently resolve problems and questions Those problems and questions come from customers both internal and external Why is problem management important Because how well you do at resolving those problems and questions determines how your customers perceive you Further how you provide those services can make an enormous difference in your overall costs not only your costs but also the costs your customers incur Do a poor job on your problem management processes and your customers will think ill of you Internal customers can be the most vicious because they know who to complain to They also complain to each other and before you know it the entire company believes you to be incompetent at least as far as problem management goes Worse that attitude can easily fail over to the entire IT department Let's face it most of the IT department's exposure is through the problem management function the help desk and that is where your reputation will be made or broken It isn't hard to justify spending to improve problem management

when you calculate the number of hours of internal downtime and the average cost per hour the company absorbs for that downtime Run the numbers and see for yourself External customers can be less vicious on a personal level but from the business perspective their impression is even more important If they don't like the way you handle problems they may complain but worse they will most certainly vote with their dollar by taking it elsewhere and will probably tell everyone they know to do the same Your company worked hard and spent significant dollars to win that customer To lose them because you provided poor service is an enormous waste What will it cost you to win them back Can you win them back Can you ever win their friends and associates Many studies have found that it is much cheaper to keep a customer than to win a new one If your company hasn't seen this light yet you need to convince them This book was written to tell you what you can and should consider doing to improve your problem management processes It is based on experience gained at many different sites and focuses on improving service delivery and efficiency It's true you can do it better and cheaper You may have to spend some capital up front but a standard project cost benefit analysis will show that you can recoup those costs quickly and in some cases can generate significant dollars This book was written for CIOs vice presidents help desk and service center managers and the senior level internal customers of the problem management department anyone who can influence the problem management function and wants to understand more about what can and should be done to improve performance I appreciate any feedback you wish to provide You can reach me at either garywalker home com or xogsw hotmail com Best of luck to you Gary Walker

Organization and Management Problem Solving James T. Ziegenfuss, 2002 Based on a broad range of case studies Organization and Management Problem Solving is an insightful text designed to improve the application of organization theory and systems thinking in teaching and practice This book illustrates the five key themes in the nature of organization and management technical structural psychosocial managerial and cultural through the analysis of measured incidents tested by students This book is relevant to consultants academics and professional managers in a number of settings academic military business organizations and research institutes and disciplines including development and change management human resources social psychology communication sociology and psychology

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best practices to drive efficiency and minimize disruptions

Engineering Practice in a Global Context Bill

Williams, José Figueiredo, James Trevelyan, 2013-09-03 This volume aims to provide the reader with a broad cross section of empirical research being carried out into engineers at work The chapters provide pointers to other relevant studies over recent decades an important aspect we believe because this area has only recently begun to coalesce as a field of study and up to now relevant empirical research has tended to be published across a range of academic disciplines This lack of readily available literature might explain why contemporary notions of engineering have drifted far from the realities of practice and are in urgent need of revision The principal focus is on what empirical studies tell us about the social and technical aspects of engineering practice and the mutual interaction between the two After a foreword by Gary Lee Downey the research presented by the various chapter authors is based on empirical data from studies of engineers working in a variety of global settings that include Australia Ireland Portugal South Asia Switzerland the UK and the US The following groups of readers are addressed researchers and students with an interest in engineering practice professional engineers particularly those interested in research on engineering practice engineering educators people who employ recruit or work with engineers Providing a much clearer picture of engineering practice and its variations than has been available until now the book is of interest to engineers and those who work with them At the same time it provides invaluable resource material for educators who are aiming for more authentic learning experiences in their classrooms Further information visit the website Engineering Practice in a Global Context Online <http://epr.ist.utl.pt> EPGC

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