



INTERNATIONAL ISLAMIC
UNIVERSITY MALAYSIA

VERSION NO : 02

REVISION NO : 04



MANAGEMENT OF IT PROBLEM

EFFECTIVE DATE : 08/2019

DOCUMENT NO. : IIUM/ITD/02

PAGES : Page 1/ 6

MANAGEMENT OF IT PROBLEM

Prepared by:		Approved by:	
Signature :		Signature :	
Name :	Azlan bin Mohamed Zain	Name :	Assoc. Prof. Dr. Norsaremah binti Salleh
Position :	Deputy Information Technology Officer, Information Technology Division	Position :	Director, Information Technology Division
Date :		Date :	

1. OBJECTIVE

The purpose of this procedure is to define the management of IT problems within the service delivery environment to minimize the impact of problems affecting the availability and services of the service delivery environment, whilst minimizing the expenditure of resource and maintaining the highest level of customer satisfaction.

2. SCOPE

This procedure covers the management of IT problems within the Information Technology Division environment.

3. REFERENCE

- 3.1 Infrastructure Library Resources
- 3.2 COBIT 4.1
- 3.3 IT Service Management (ITSM)

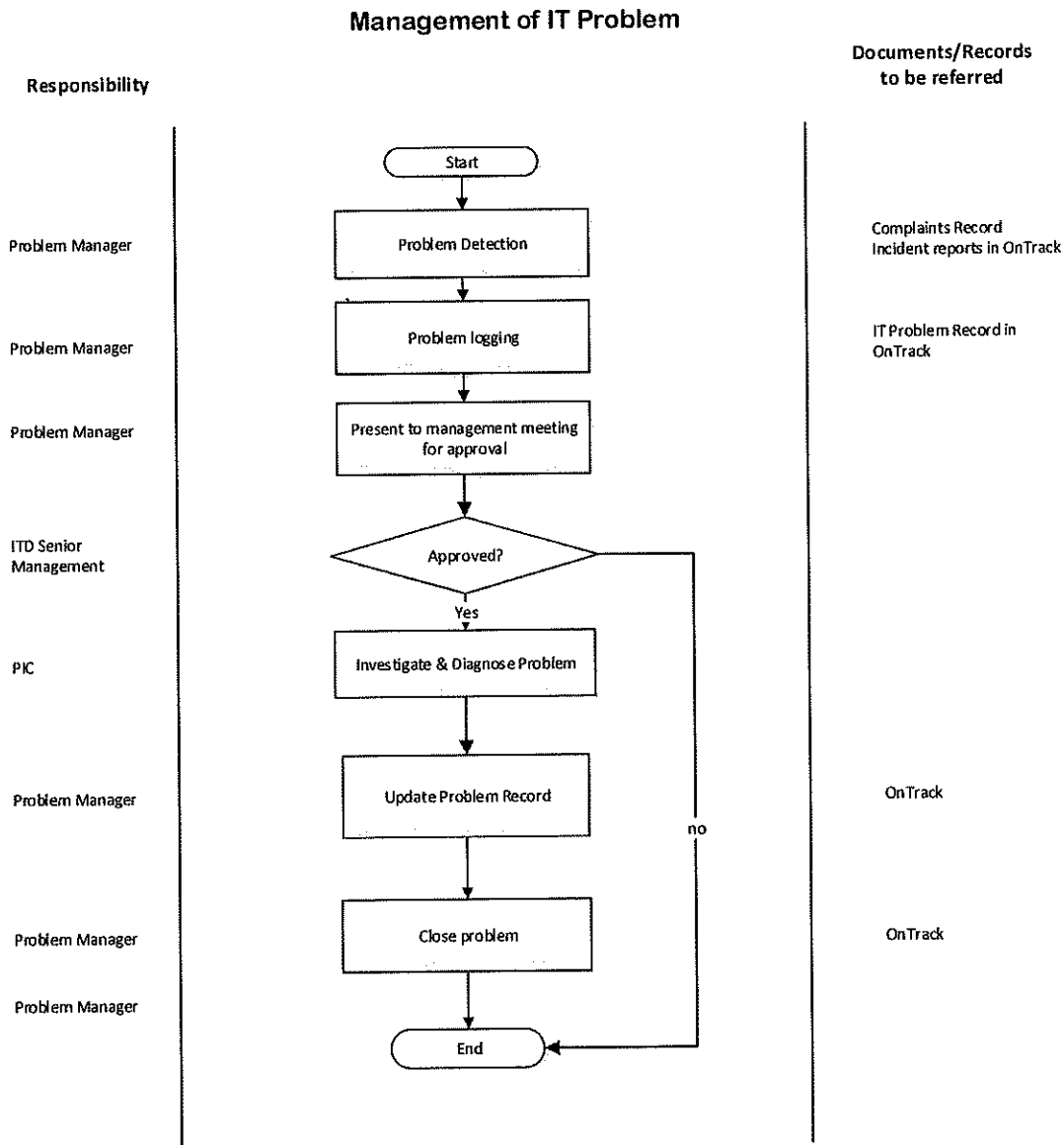
4. DEFINITION / ABBREVIATION

- 4.1 Problem : The underlying cause of one or more incidents. The cause is not usually known at the time the problem record is created and the problem management process is responsible for further investigation and determining the root cause which is documented and may be used by change management and incident management.
- 4.2 Problem Manager : Represent the authority to manage receipt of IT problem, the classification, investigation, revision and closing of IT problems.
- 4.3 Technical Expert / Technical Support : The technical person responsible for performing the technical activities related to the IT problem.

5. RESPONSIBILITY AND DETAILED PROCEDURE

RESPONSIBILITY	DETAILED PROCEDURE
Problem Manager	<p>Problem Detection</p> <p>Problem detection is produced through:</p> <ul style="list-style-type: none"> ■ Analysing service desk data to detect potential problems.
Problem Manager	<p>Problem logging</p> <p>All the relevant details of the problem must be recorded so that a full historic record exists. This must be date and time stamped to allow suitable control and escalation.</p>
Technical Expert	<p>Problem Investigation and Diagnosis</p> <p>An investigation should be conducted to try to diagnose the root cause of the problem – the speed and nature of this investigation will vary depending upon the priority.</p>
Director, ITD	<p>Management Approval</p> <p>The problem will be recommended in the ITD Management Meeting for approval</p>
Technical Expert & Technical Support	<p>Problem resolution:</p> <p>As soon as a solution has been found and sufficiently tested, it should be prepared for implementation.</p>
Problem Manager	<p>Update Problem Management Register</p> <p>The status of any problems should be updated in the Problem Management Register.</p>
Problem Manager	<p>Problem Closed</p> <p>When any change has been completed (and successfully reviewed), and the resolution has been applied, the Problem Record should be formally closed.</p>

6. FLOW CHART



7. QUALITY RECORD

NO	QUALITY RECORDS	LOCATION	RETENTION PERIOD	RESPONSIBILITY
1	Problem Management Register	OnTrack	3 Years	Problem Manager / Authorized personnel