



Service Catalogue

Your secure data centric guardians

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Problem Management

1 Introduction

Amicus ITS are secure data centric guardians. We follow the tough regulatory procedures of ISO 20000, ISO27001 and ISO 9001, along with the process frameworks of PRINCE2 and ITIL_v3 methodologies. As a leading provider of managed IT and cloud services, we specialise in delivering holistic solutions tailored for our customers in healthcare, public sectors, regulated markets and to blue chip corporates. Amongst our capabilities, we are specialists in design and build and maintaining services to align with boardroom strategies.

2 Objectives and Benefits

Problem Management is an extension to the service provided through the Service Desk to our managed service customers in ticket resolution. Problem Management is not a stand-alone option in itself, but can make a significant difference to interrogating incidents to resolution and potentially creating customer service improvements.

By including this service, you will benefit from having an issue appropriately investigated for root cause analysis. The service also pre-emptively addresses issues before they cause multiple future incidents / failures.

3 Service Scope

PROBLEM MANAGEMENT	Basic	Enhanced	Advanced
Core UK business hours, 0900 – 5.30pm (excludes Bank Holidays)	✓	✓	✓
Problem detection, logging and categorisation	✓	✓	✓
Problem prioritisation (agreed turnaround time per case)	Optional	✓	✓
Problem investigation and diagnosis	Optional	✓	✓
Document workaround and Known Error Record within Known error Database (KEDB)	Optional	✓	✓
Problem resolution (can involve project work)	Optional	Optional	✓
Major problem review	Optional	Optional	✓

4 How We Provide This Service

The service is delivered by the Problem Management Lead within the technical Escalations Team to co-ordinate the following:

- Service Desk (L1/L2) – incident detection and problem logging.
- NOC Team (L2/L3) - incident detection and problem logging.
- Problem lead categorisation of issue, prioritisation of problem, creation of known error record (KeDB), creation of Post-Implementation Review (PIR) of Change Request and major problem review.
- Problem Management Team (L3/L4) investigation of problem and diagnosis and problem resolution (through a Request for Change [RFC]).

Problem Management / Contd...

Problem Management links to the following parts of IT service management:

- Incident Management
- Alarm / Event Management
- Change Management
- Configuration Management (CMDB)

Problem resolution flow path:

- When a problem is detected (through the various forms of detection available to Amicus ITS), it is logged and categorised in the system.
- A diagnosis of the problem is carried out through investigation using multiple sources of information to try and determine the root cause of the problem.
- Once the problem has been diagnosed we can then prioritise the problem and determine if a workaround is needed (or if we already have known error record on the Known Error Database – KeDB - as to the cause of the issue).
- We will then implement a resolution to the problem's root cause - or where a problem cannot be fully resolved due to limitations, put in the best possible solution to help minimise its impact.

5 Exclusions

- The Service does not cover problem(s) on IT infrastructure or applications, maintained and managed by a 3rd party and which have not been included in the contract.
- Excludes problems(s) for recurring business service degradation, which has been impacted / influenced as a result of changes / maintenance activities carried out by the customer or 3rd party, not under our control (managed service / project work)
- Excludes problem(s) on IT infrastructure which has been deemed legacy or obsolete and the customer has been previously advised / communicated / requested for upgrade.
- Excludes problem(s) on IT infrastructure which have been not designed / implemented / configured as per best practice from solutions provider - and our recommendations for remediation have also not been taken on-board / considered.

6 Service Reporting

If a problem ticket has been raised, the outcome will be picked up in the Service Delivery Manager's monthly report.

7 Service Pricing

The service pricing for Problem Management is factored on two dependencies:

- An estimate on the number of problem(s) anticipated
- An estimate of Average Handling Time (AHT)

The service pricing is based on the above and calculated using Amicus ITS pricing calculator issued by the Finance Department.