

# **What are the selection criteria for a Problem Management tool?**

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# Introduction

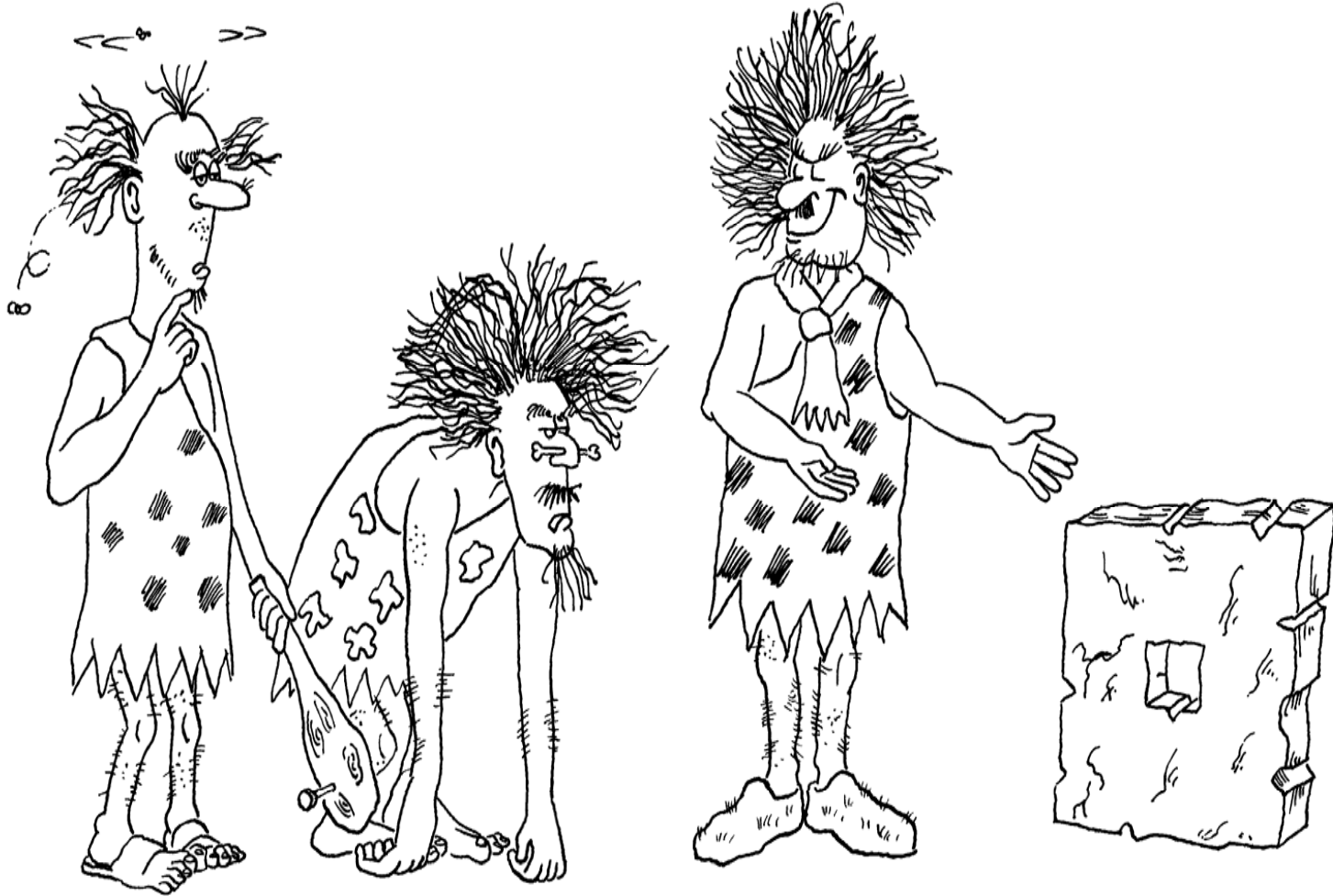
- Welcome
- Who am I?
- What we'll cover today
  - Defining the requirements
  - Assessing the tools
  - Building the Business Case

# Defining the Requirements

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- Who needs to be involved?
  - Stakeholders – who will use it?
  - Begin with the end in mind – what do you want out of it?
  - Terms of Reference
  - Common Language

# About the wheel!!



# Defining Requirements

- Who needs to be involved?
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  - Begin with the end in mind – what do you want out of it?
  - Terms of Reference
  - Common Language
- **Begin at the beginning**
  - Do you already have the tools you need?
- **Requirements**
  - Technical
  - Functional/Operational
  - Non-functional
  - Commercial (licencing, etc)

# Technical Requirements

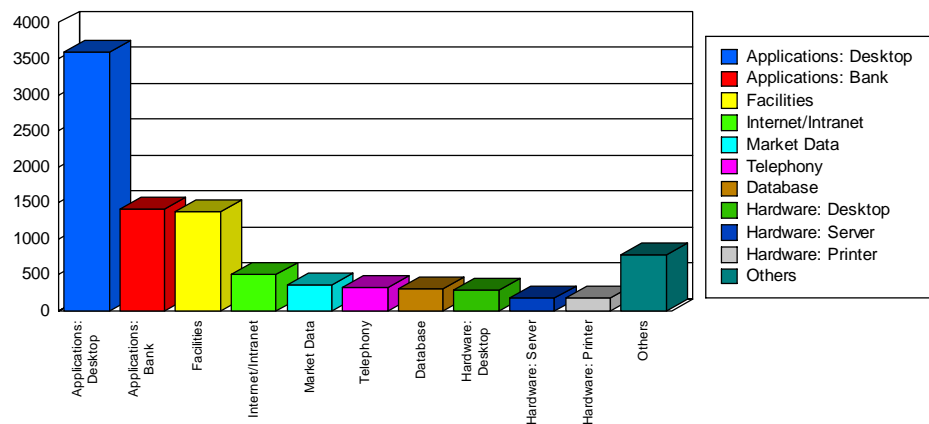
- Which platform is being used?
- System and Desktop spec
  - OS, thin clients, PDAs
- Interfaces to other systems
  - XML, web services, MAPI, etc.
- Performance response times
  - Multiple sites, WAN links, remote clients
- Customisable Design of User Interface
  - Organisation specific terminology - priority, severity, impact....

# Functional Requirements

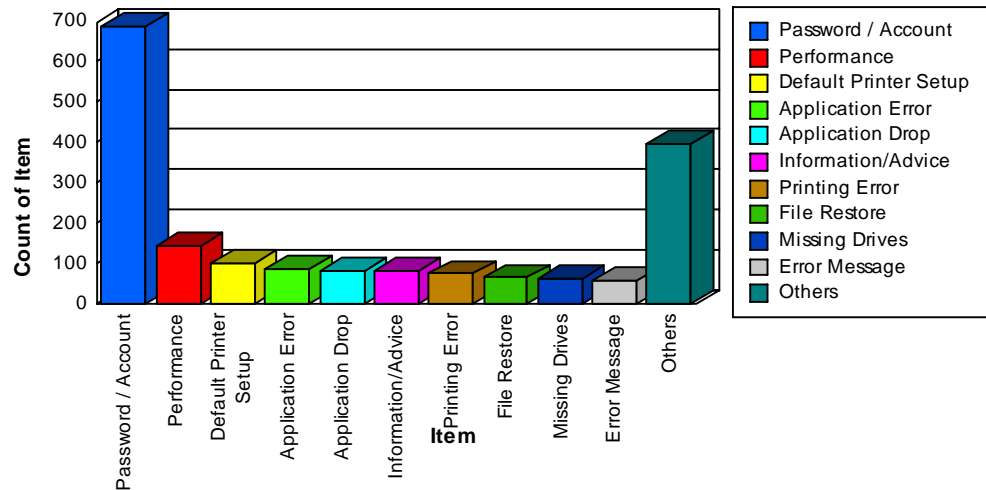
- Identify Recurring Incidents
  - Link parent/child incidents to problems to change requests?
- Problem Control
  - Tracking problems through to Known Errors
- Error Control
  - Tracking Known Errors through to successful changes
- Trend Analysis
  - 80/20 rule, Hour on hour, day on day, month on month, year on year

# 80/20 Rule

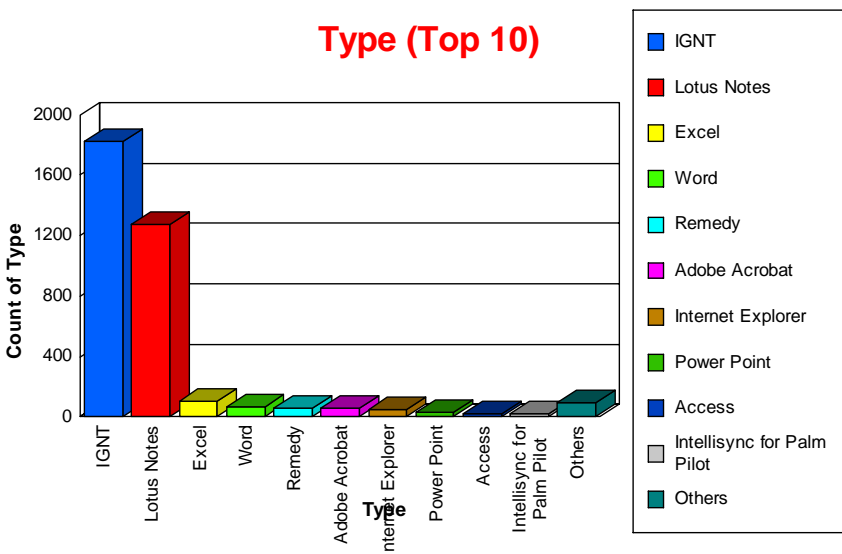
Closed Calls by Category (Top 10)



Count of Item / Item For IGNT



Type (Top 10)



# Functional Requirements

- Identify Recurring Incidents
  - Link parent/child incidents to problems to change requests?
- Problem Control
  - Tracking problems through to Known Errors
- Error Control
  - Tracking Known Errors through to successful changes
- Trend Analysis
  - 80/20 rule, Hour on hour, day on day, month on month, year on year
- Ability to drill-down on Incidents there & then
  - Pain of report after report to get to the detail
- Management Information Reporting
  - Monitor progress - demonstrate results – show ROI
- Ease of use / Operability
  - Stakeholder adoption

# Non-Functional Requirements

- **Upgrades and Backwards compatibility**
  - Frequency of upgrade, impact to implementation
- **Vendor Support**
  - 24x7x365, local or global support, service levels, size of support team
- **Training & Consultancy**
  - Single / multi vendor/distributor, availability of skills
- **Multiple Language Support**
  - Future plans for off-shoring or global migration
- **Documentation**
  - What is provided with the product

# Commercial Requirements

- **Deployment plan & Licencing**
  - Site licences, Enterprise Licences, Concurrent licences...
- **Cost of support / maintenance**
  - What additional internal skills/resources are needed
- **Upgrades roadmap**
  - Included in maintenance charge, internal resource cost

# Assessing the Tool

# Assessment Criteria - High Level

- What are the criteria?
- Sub sections
  - Ask the questions you need answered
  - Most important features
- Weightings
  - Prioritise – which features are critical
  - What's important and what isn't
- Objective rather than Subjective

# Assessing the Tool

- Answer the questions
  - Who will respond to the questions?
  - How will it be collated?
  - Appoint roles and owners to avoid chaos
- How will you capture & analyse
  - The information from each stakeholder
  - The responses to each requirement
  - Roll this up into a summary
  - Benchmark responses
  - Ensure equitable supplier management

# Structured Approach

## Vendor Assessment

				VENDOR1			
Section	Sub Section	Weighting	Criteria	Yes/ No/ Partial	Comments	Score/ 5	Total
<b>EXAMPLE</b>							
	EXAMPLESUBSECTION						
	Question 1	5	Does the product meet your expectations?	Yes	Presentation from Vendor	3	15
<b>Non-Functional</b>							
Vendor Support Capability							
	1	5	Does the vendor have a credible track record in the provision of this service or product portfolio?			1	5
	2	4	Is there evidence of longevity in the research and development of the product?			2	8
	3	4	Is the vendor a recognised leader in advancing the science of business continuity planning using the latest in technology and industry trends?			3	12
	4	4	Does vendor have a global network of distributors to support organisations with overseas interests?			4	16
	5	4	Is the product available in several languages?			4	16
	6	3	Does the vendor provide an ESCROW agreement to provide source code in the event the vendor ceases to be a viable legal entity?			3	9
	7	3	Does the vendor publish newsletters to keep client informed of new developments among the user community and industry?			3	9
Vendor Training and Consultancy Capabilities							
	1	5	Does the vendor provide training in the product deployment, functionality and support services available?			2	10

# Deciding which tool is right

- Does it meet your objective criteria?
- Stakeholders?

# Compare the Offerings

## Vendor Evaluation

### Technical

Platform compatibility and operating systems requirements  
 System and Desktop specifications  
 System and Data interface requirements  
 Capacity Planning  
 Performance Requirements  
 Package Customised Design interfaces

### Functional

Plan designed  
 Plan Development  
 Customisation to support VISA terminology and processes.  
 Plan Printing  
 Plan Maintenance  
 Ease of Use / Operability  
 Plan Security  
 Additional Support  
 Tutorial Functionality

	VENDOR 1			VENDOR 2			VENDOR 3		
	Max Avail	Section Score	Overall	Section Score	Overall	Section Score	Overall	Section Score	Overall
Platform compatibility and operating systems requirements	95	46	48%	46	48%	46	48%	46	48%
System and Desktop specifications	85	44	52%	44	52%	44	52%	44	52%
System and Data interface requirements	125	69	55%	69	55%	69	55%	69	55%
Capacity Planning	75	23	31%	23	31%	23	31%	23	31%
Performance Requirements	110	70	64%	70	64%	70	64%	70	64%
Package Customised Design interfaces	135	76	56%	76	56%	76	56%	76	56%
Plan designed	130	60	46%	60	46%	60	46%	60	46%
Plan Development	215	106	49%	106	49%	106	49%	106	49%
Customisation to support VISA terminology and processes.	120	66	55%	66	55%	66	55%	66	55%
Plan Printing	150	76	51%	76	51%	76	51%	76	51%
Plan Maintenance	160	79	49%	79	49%	79	49%	79	49%
Ease of Use / Operability	70	27	39%	27	39%	27	39%	27	39%
Plan Security	165	90	55%	90	55%	90	55%	90	55%
Additional Support	75	38	51%	38	51%	38	51%	38	51%
Tutorial Functionality	80	43	54%	43	54%	43	54%	43	54%

# Deciding

- Highest score wins?
- Numeric answers can be dangerous
- Leave room for judgement
- Use Live Demos to help refine the final decision

# Building the Business Case

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- What is the cost of unavailability?

# AVAILABILITY HAS A COST - BUT UNAVAILABILITY IS NOT FOR FREE

## CALCULATING THE COST OF UNAVAILABILITY

End user productivity loss = Hourly cost of end users affected x Hours of disruption

+

IT productivity loss = Hourly cost of resolving IT staff x Hours of activity

+

Lost revenue = Lost revenue per hour x Hours of disruption

+

Other business losses goods incurred (Overtime, wasted materials or financial penalties or fines)

+

Impact to customer service (Where / if known)

In the emerging world of e-commerce these costs become far more important

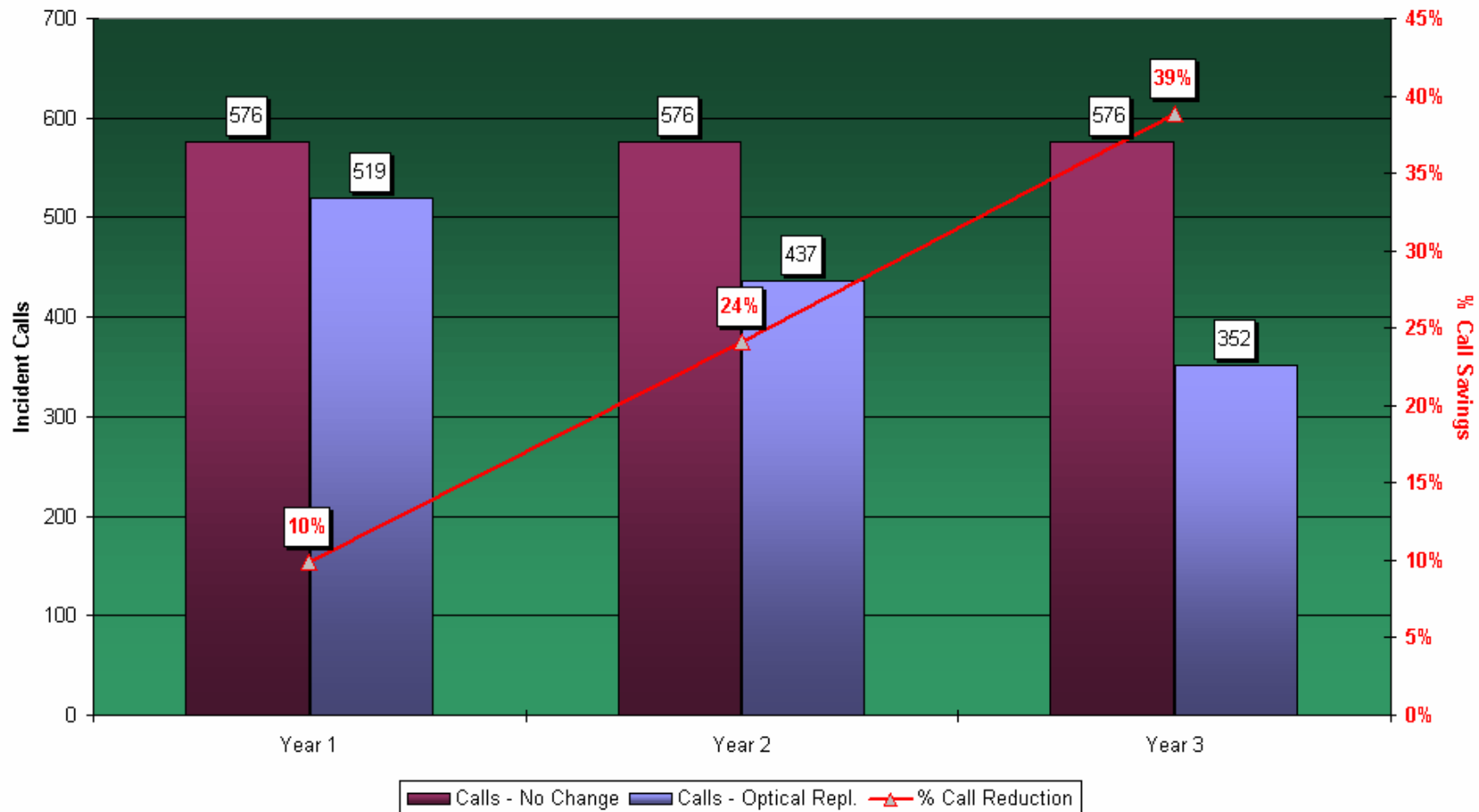
# Building the Business Case

	12	Failures per week (Average)
12 failures x 4 weeks =	48	Failures per month (Average)
48 per month x 12 months =	576	Annual Failures
	15 mins	Time taken to resolve (Avg per call)
576 failures x 15 mins =	8,640	Minutes spent per year
8,640 mins / 60 mins =	144	Person Hours per year
144 man hours / 8.5 hrs =	<b>17</b>	<b>Person days per year</b>

The figures above don't take into account the additional time impact to the user in terms of disruption to their working day. This could double the time per call from 15 to 30 mins taking us to a **total time spent of 34 man days**. That's a man used for over a month every year to simply replace mice.

# Building the Business Case

Optical Mouse Replacement  
Forecast Call Reduction



# Building the Business Case

- Cost of unavailability?
- Adding value to IT
  - Utilisation / Availability
  - Summer time
- Adding value to the business
  - Lost revenue
  - Productivity improvement
- Adding value to the bottom line
  - Efficiency savings

# In Summary

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- Get the right people involved
- Have common language & a ToR
- Ask the right questions
- Prioritise your answers
- Use the Assessment tool to compare
- Decide on the tool that 'fits'
- Build the business case
- Then the work begins.....

**Thank you  
&  
Any Questions**

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