

Software School for Developers - Problem-to-Solution (labeledzki@man.poznan.pl)

1. Who is the main point of contact for technical issues?

E.g. Whom and how should customer contact in order to file a issue?

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2. Is there a person or team in charge of managing all inbound and outbound requests?

E.g. Receives customer request, does appropriate action, responds to customer, etc.

Yes, the organizers.

3. How are service user issues handled?

E.g. A formal procedure involving digital or paper trace regarding issues like ticketing system, etc.

There is a JIRA available for the organizers. If user has any issue then he report it by email to the organizers and them are putting it into the JIRA.

4. Can the problem report creation be initiated without service user issue?

E.g. As a result of analysis of failure detection or service degradation which may be impacting service user.

Yes, if the organizers spot the problem they will not wait for the issue from attendee.

5. Is there a person or team in charge of service user problem isolation?

Performing basic diagnostics, verifying that the service user is using the service correctly, etc.

Describe this process.

The organizers helps attendees to solve their problems on demand.

6. Is there a person or team in charge of requesting service restoration to a normal operational state?

E.g. Requesting service management operational support to restore the service or requesting educational interaction with the user to ensure the correct usage of the service.

No answer

7. How is the customer (service user) problem report status being monitored?

E.g. Is there someone in charge of monitoring problem resolution and ensuring that recovery activities are assigned, tracked or escalated.

The organizers monitors all the attendees problems (e.g. by putting them to JIRA)

8. How is the root cause of the problem identified?

E.g. Is there a person or team in charge of checking service configuration, running test against the specific service, starting audits of the service, etc.

Depends of the nature of the problem, but basically organizers try to solve every problems.

9. Is there a person or team in charge of restoring a service to a normal operational state?

E.g. Reconfiguration of the service parameters, invocation of other processes in case of restoration failure, etc.

The organizers.

10. If the service problem is linked with underlying resources, is there a person in charge of identifying the root cause of resource problem?

E.g. Performing diagnostics and tests on underlying resources and verifying that their configuration matches the appropriate service.

The organizers.

11. In case that failed resources have been detected, is there a person in charge of replacing or repairing them?

E.g. Managing redundant resources, hot standby etc. Describe this process.

The organizers try to provide best resources and replace them if there is such need.

12. Is there a person or team in charge of tracking the supplier/partner problem resolution?

E.g. If there are resources needed to be repaired or replaced, is there someone to ensure that supplier of the resource or partner in charge of repairing are being assigned and coordinated?

The organizers.

13. How are other processes informed when the supplier/partner has resolved the issue with failed resources.

E.g. Is there a person in charge of providing notification and management reports to other processes?

No answer

14. Is there a person or team in charge of continuously monitoring the status of service trouble reports?

E.g. Someone who will manage notifications to other involved parties like Service Quality Management, QoS/SLA Management, etc.

The organizers are monitoring such things.

15. Is there a person or team in charge of ensuring that the service user problem is solved?

E.g. Someone who is contacting the service user to inquire about the users's satisfaction with resolution of the problem.

The organizers try to solve each attendees problems.

