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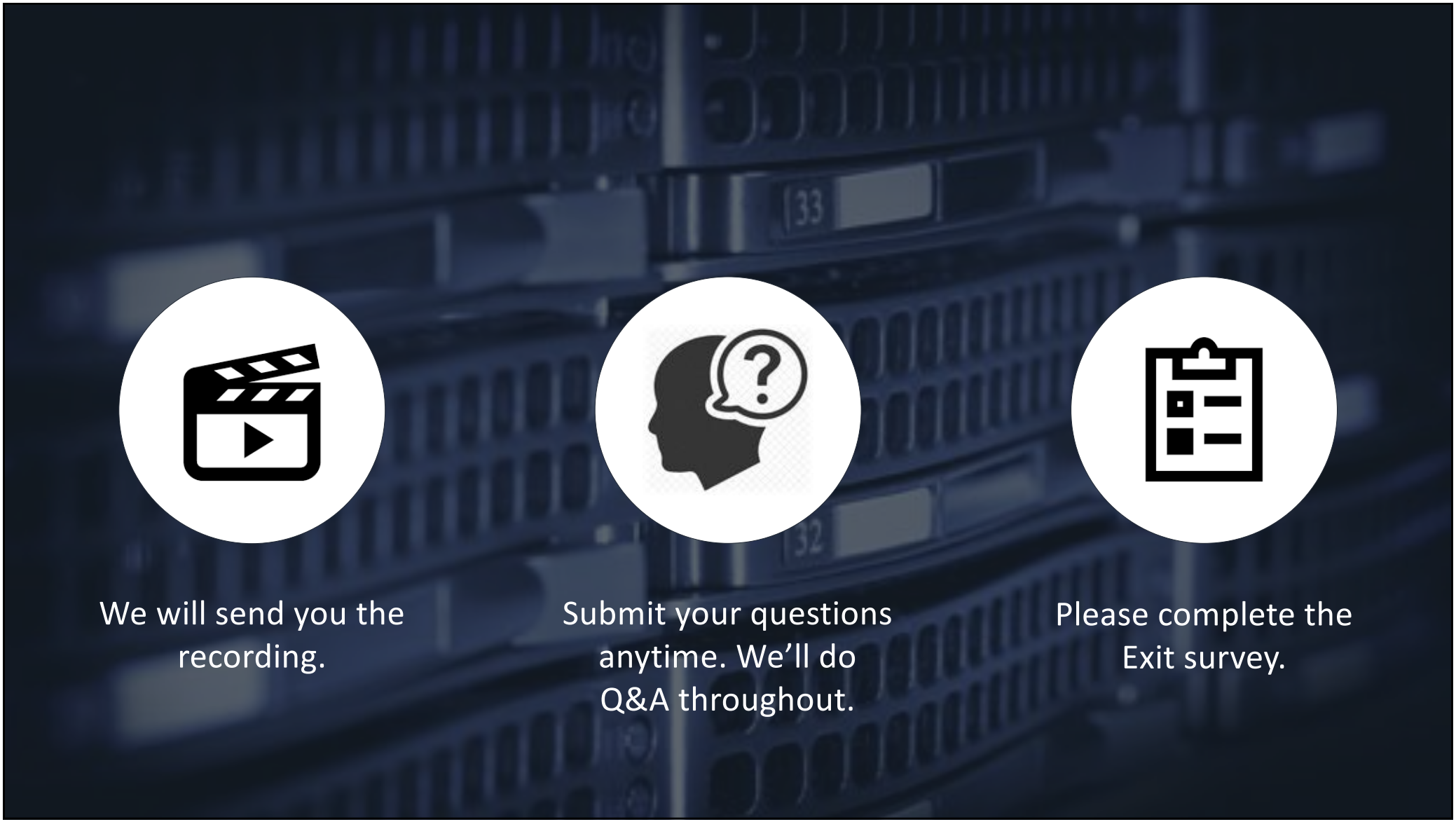
Creating a Root Cause and Problem Resolution Workflow in your NOC, v1 - April 2019

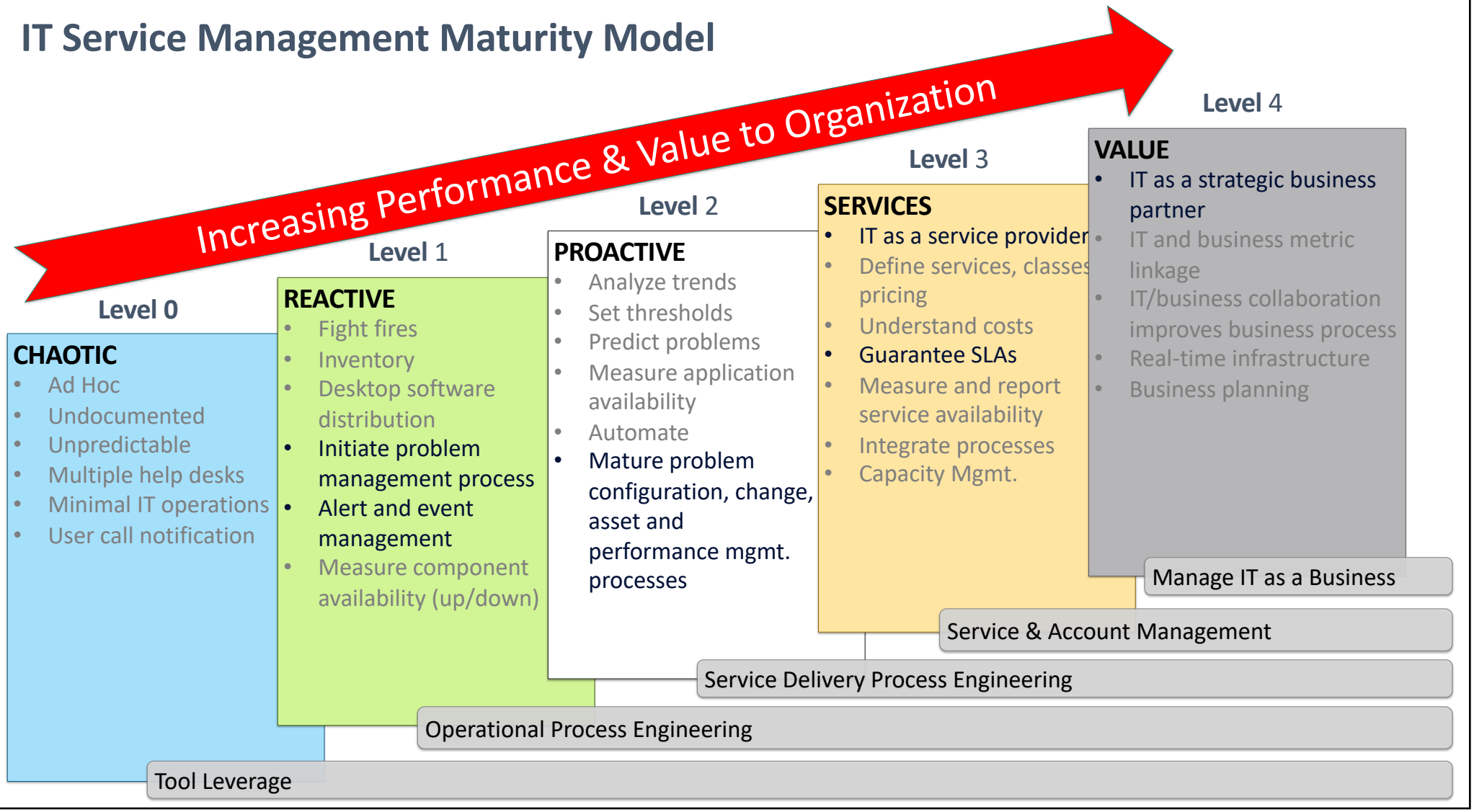

We will send you the recording.
Submit your questions anytime. We'll do Q&A throughout.
Please complete the Exit survey.

Topics for Today

When it comes to event resolution, not all workflows are equal. In this session, we will dive deep into how Opmantek's Solutions directly support Root Cause Analysis, and why your NOC team MUST adopt a root cause and problem resolution workflow in order to be successful.
Join us for this one-hour session where we will:

- Discuss the power and flexibility root cause analysis provides.
- Review the operational and process changes needed to support a root cause mentality.
- Introduce the troubleshooting features in Opmantek's Solutions that directly support Root Cause Analysis.

IT Service Management Maturity Model



Useful References

Where can I go when I have questions?

- Attendees should read this primer: https://opmantek.com/a-primer-in-root-cause-analysis/

- Community Questions Board - https://community.opmantek.com/questions
- Support Issues – support@opmantek.com
- Sales – usa@opmantek.com

Return On Investment (ROI)

- The average Enterprise-class business has an **operating SLA ~97%**
- This equates to **262.8hrs of system downtime/year**

- Opmantek's solutions have shown to reduce downtime by an average **68%**
- This reduces downtime from 262.8 to ~84hrs, increasing SLA to 99.0%
- For a $150MM business this **creates savings in revenue and productivity of $2MM**

- This equates to an **ROI of 93%**
- Investment generally **pays for itself in < 10 months**

Introduction to Root Cause Analysis

Traditional Firefighting

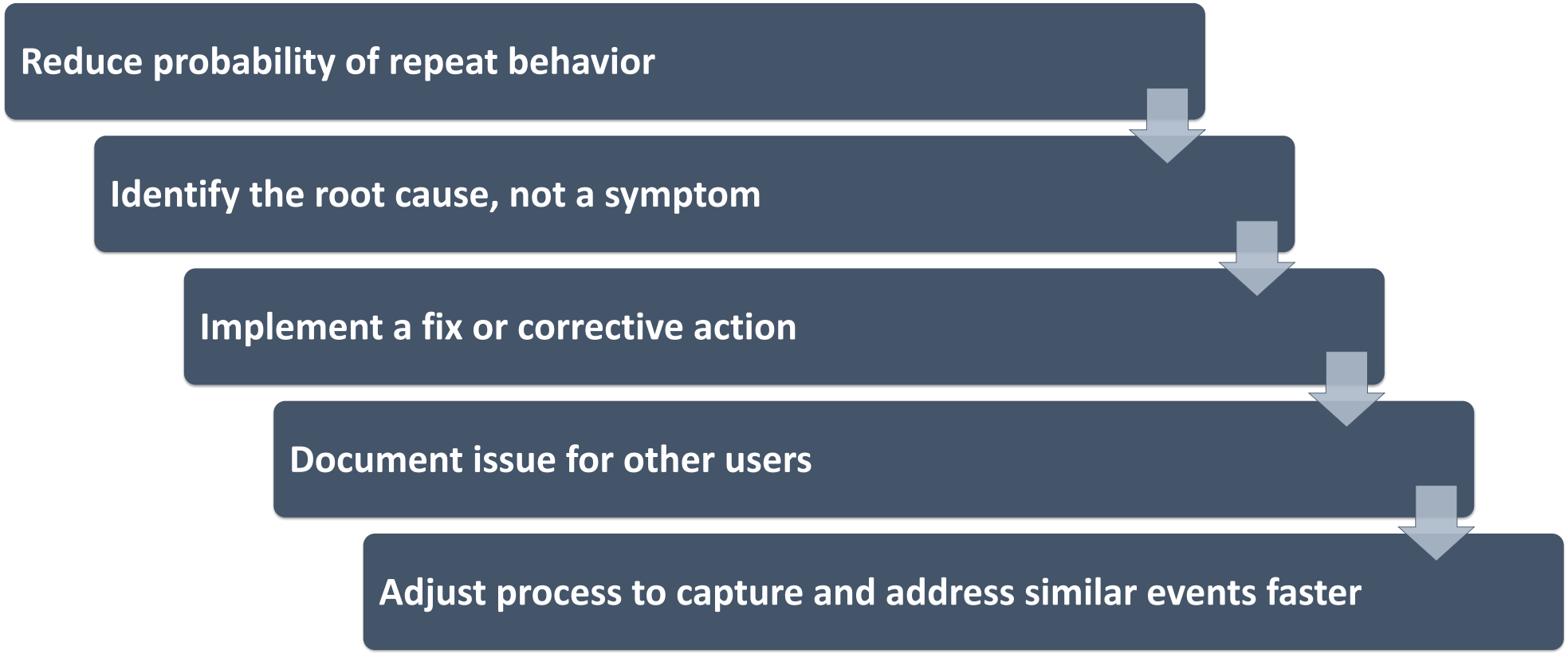
How reactionary troubleshooting works

- Troubleshooting is ad hoc (only done when necessary or needed); response is reactionary
- Team has no process or procedure, no run book; response is undocumented
- There is no process guiding event/ticket flow; response is uncoordinated
- Troubleshooting is based on individual experience, know-how; response is undisciplined

As a result, troubleshooting results are unpredictable.

Root Cause Analysis (RCA)

Benefits of applying an RCA framework to IT related outages…



Root Cause Analysis (RCA)

The power and flexibility granted by RCA methodology

WHY – Implementing an RCA process results in consistent troubleshooting results, improved system performance and reliability, and shorter and fewer outages.

- Every engineer can follow the process, and becomes a productive member of the team
- The process can be adjusted to support the underlying equipment and measurement tools (NMS), regardless of vendor
- There is no high-dollar investment in specialized process enablers or consultants, anyone can implement the RCA methodology

Operational and Process Changes Needed

Operational Process Changes

How to shift to an RCA mindset

- Needs to be supported by senior members of the engineering team
- Approach this like any other change management issue
- Do some internal marketing and education to help users accept the change

Operational Process Changes

How to get to where you want to be (1/2)

- Develop a process
  - Form a core group of 2-3 to act as process owners and mentors
  - Read through available resources on RCA
  - Define your process
  - Select appropriate tools (can be paper based) and technologies
- Gather your resources
  - Engineering knowledge is generally held by a small group; capture and document this
  - Make sure this is indexed and searchable
  - This is an ongoing effort, not a one and done

Operational Process Changes

How to get to where you want to be (2/2)

- Train the Mentors/Trainers
  - Make sure the core group is comfortable with the process
  - Try it out on several incidents
  - Adjust as necessary until the group agrees on process and documentation
- Train the Engineers
  - Teach all engineers how to search for, and interpret information about their network and systems; cross training is important
  - Help them understand when a short-term fix is appropriate, and how to ensure the work necessary to apply a long-term fix is taken

Remember, this is a living process, as tools and equipment evolve so must the process which means more testing and training.

CONTACT FOR FOLLOW UP

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