Service Level Document - Post Mortem

Name: _____   System: _____

Department: _____   Date: _____

Phone #: _____   Fax: _____   Apriori #: _____

==

SYMPTOM: _____
_____
_____
_____

PROBLEM ANALYSIS: _____
_____
_____
_____
_____
_____

DETAILS (details, facts, causes, etc.): _____
_____
_____
_____
_____
_____
_____
_____
_____

IMPACT (CPU/CICS outages, batch delays, etc.): _____
_____
_____
_____
_____

SOLUTION (what was done to fix problem permanently): _____
_____
_____
_____
_____
_____

FUTURE PREVENTION (actions to be taken, who, what, when): _____
_____
_____
_____
_____
_____
_____

Document Overview:

The Service Level Document - Post Mortem (SLD-PM), is designed to assist problem reporters, resolvers and management in gaining an understanding of major problems and their impact on the environment.   The documents purpose is to define the problem and the steps taken to permanently resolve it.

Service Level Objective:

An SLD-PM document for all major problems (i.e., multiple users affected, business impacted, etc.) will be completed within 24 hours of the problems occurrence, even if a problem solution has not been achieved.   This objective will insure that problem information is available to management and the area(s) affected by the problem, so that appropriate actions can be taken in response to the problem incident.

Field Definitions:

The top section of the document is for defining the person responsible for completing the SLD-PM document, while the bottom portion is for describing the problem and the actions taken to permanently resolve the problem.   The fields contained on the (SLD-PM) document and the information needed to complete the fields is:

Name:

- The name of the individual responsible for completing the SLD-PM.

Department:

- The individuals Department.

Phone #:

- The Phone number of the person completing the SLD-PM.

Fax:

- The Fax number of the person completing the SLD-PM.

System:

- The system identification for the system which experienced the problem.

Date:

- The date that the SLD-PM was completed.

Apriori #:

- The Apriori Problem Number associated with this problem incident.

SYMPTOM:

Describe the Symptom(s) and/or indicators of the problem within this area. Include the:

- Initial symptoms perceived by the problem reporter, and
- Any additional symptoms that the resolver may have provided.

PROBLEM ANALYSIS:

Define the steps taken in researching the problem to determine its "Root Cause", including:

- Messages,
- Codes,
- Abends, and
- Information sources used to develop;
  - Bypass / circumvention,
  - Recovery / restart procedures, and
  - Permanent resolution to the problem.

DETAILS (details, facts, causes, etc.):

Describe the details associated with:

- The reporting of the problem,
- The events leading to its cause,
- Bypass / circumvention actions taken,
- Recovery actions taken,
- Restart actions taken, and
- Resolution actions.

IMPACT (CPU/CICS outages, batch delays, etc.):

Provide a description of the impact associated with this problem, including:

- The System(s) and subsystem(s) affected by the problem,
- The length of time associated with the outage,
- Locations affected by the outage,
- Any secondary impacts caused by the problem (i.e., missed deadlines, missing reports, delayed systems, etc.), and
- Missing inputs/outputs caused by the problem.

SOLUTIONS (what was done to fix the problem permanently):

Provide specific information on the formulated problem solution, including:

- Definition of problem's "Root Cause",
- Description of problem solution, and

FUTURE PREVENTION (actions to be taken, who, what, when):

Include any additional actions that must be taken to permanently resolve the problem in this section, such as:

- Change Control number required to implement permanent solution,
- What actions must be taken for permanent solution,
- Who is responsible for implementing permanent solution,
- When permanent solution will be implemented,
- Any needed documentation and procedure creations / updates, and
- Staff training and orientation requirements.

Document Routing:

When completed the form is submitted to the Problem Management group and used to support Post Mortem discussions.