Data Communications Company

Explain the relationship between Problems and Defects in the context of the Quarterly Problem Report

Darren Robbins DCC

- v1.0

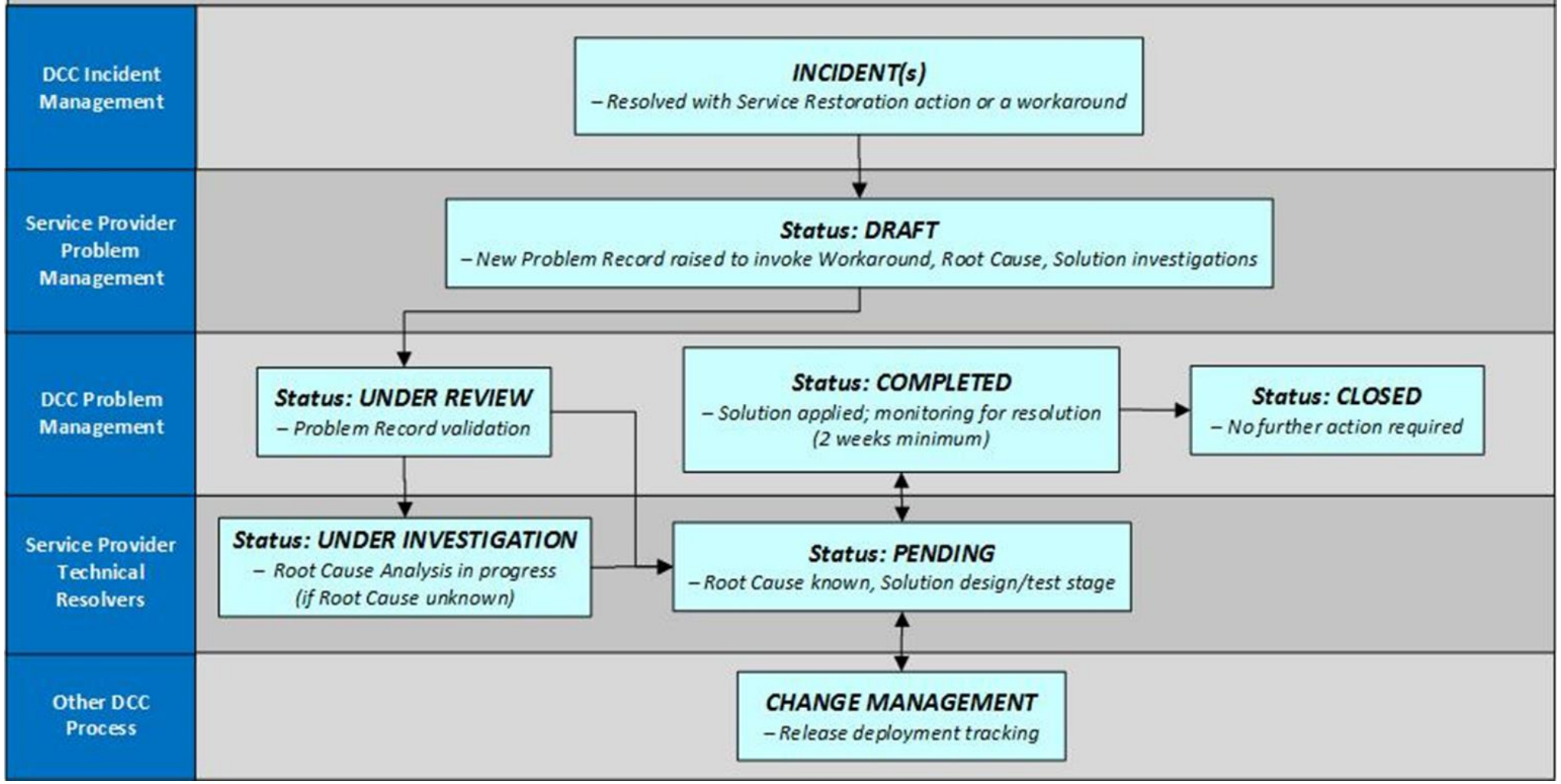
Problems and Defects Update

There is a tab (Problem Workflow) on the Quarterly (PRB012) Excel Report that includes 2 x Workflows that provides this overview. These have been included on this Report for at least the last year.

To expand on these 2 x Workflows:

Proactive Defect Problem Records should only be tracking Defects where a Service Restoration Action and/or Workaround is depicted as part of the pending Release Deployment discussions where the Severity 3, 4, 5 issue cannot be resolved prior to Production implementation supporting the value of the Problem Record and its visibility.

There should be a work off plan associated with these at the time of acceptance that supports DCC setting the Problem Record Target Dates for resolution.

- *Where neither a Service Restoration Action and/or a Workaround can be provided, Problem Records should not be raised for these as there is zero value. Progress of these DCC Known Issues should be tracked via a heavily redacted DCC Test Issues Report, which is produced on a weekly basis and made available on SharePoint (Service Users have visibility).*
- In the event that a Service User impacting Incident is raised in Production that is investigated and established to be a DCC Known Issue (Defect) and is resolved with a Service Restoration Action and/or Workaround that DCC Problem Management had **not** been made aware of prior to the issue being released into Production; these are then classed as a Reactive Defect Problem Records.

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