Problem Management Standard

Introduction

The Oklahoma Office of Management and Enterprise Services Information Services prescribes to a standardized process for managing problems and known errors which is aligned with the Information Technology Infrastructure Library framework and methodology. Oklahoma state agencies, partners, vendors, suppliers and other third parties in conjunction with, as a service of, as a request from and/or as a participating member in OMES' problem management process prevents and reduces reoccurring incidents. Problem management is integral in OMES' vision and fulfilling its mission to Oklahomans.

Coordinating the investigation and approval of information technology problem solutions allows OMES IS to assess the requirements, risks and impacts to state agencies, streamlining the decisions impacting the State of Oklahoma's IT systems and solutions.

Purpose

This document establishes the requirement for Oklahoma state agencies and third parties contracting, supporting, managing and/or installing IT services and systems with, on behalf of, in partnership with and/or under the authority of Oklahoma state agencies do so in compliance with OMES IS policies, standards and procedures. Details regarding OMES IS policies, standards and procedures can be found in the State of Oklahoma Policy, Procedures and Guidelines website.

Definitions

Problem investigation – Activities necessary to diagnose, identify, evaluate, assess and remediate high impact, reoccurring incidents with IT systems and solutions.

Third party – Any contractor, service provider, consultant or any other individual and/or organization external to state government providing services on behalf of, for or as an agent of state government.

Standard

The purpose of problem management for the State of Oklahoma is to identify, diagnose and eliminate reoccurring incident impact(s) to Oklahomans. OMES IS shall conduct problem investigations with the intent of permanently eliminating problems, preventing reoccurrence of impactful incidents and continually improving the State of Oklahoma's IT services and solutions. The problem investigation should identify and address the problem's root cause(s) through agreed and approved problem resolution actions.

OMES IS utilizes a centralized IT service management (ITSM) tool for problem management activities and documentation. The state's standard ITSM tool is documented in the enterprise reference architecture.

Additionally, the following applies to problem investigation and diagnosis:
- Third parties must participate in OMES IS problem investigations.
- Third party problem investigation outcomes and remediation plans shall be submitted to OMES IS.

- Problem records shall be entered and maintained by the involved parties within the OMES ITSM tool. For parties that do not have access to the OMES ITSM tool, communications and submissions related to problem management shall be sent to problemmanagement@omes.ok.gov.
- OMES IS shall document problem investigations and proposed solutions.
- OMES IS shall review problem investigations and solutions.
- OMES IS shall disseminate problem assessment(s) results to Oklahoma state agencies.
- OMES IS shall update third parties with decisions pertaining to the problem investigation solutions.

Compliance

This standard shall take effect upon publication and is made pursuant to Title 62 O.S. §§ 34.11.1 and 34.12 and Title 62 O.S. § 35.8. OMES IS may amend and publish the amended standards policies and standards at any time. Compliance is expected with all published policies and standards, and any published amendments thereof. Employees found in violation of this standard may be subject to disciplinary action, up to and including termination.

Rationale

To coordinate and require central approval of state agency information technology purchases and projects to enable the chief information officer to assess the needs and capabilities of state agencies as well as streamline and consolidate systems to ensure that the state delivers essential public services to its citizens in the most efficient manner at the lowest possible cost to taxpayers.

References

- [Policy, Standards & Publications (oklahoma.gov)](#).
- [Enterprise Reference Architecture](#).

Revision history

This standard is subject to periodic review to ensure relevancy.

Effective date: 01/18/2022	**Review cycle:** Annual
Last revised: 05/06/2022	**Last reviewed:** 07/13/2022
Approved by: Joe McIntosh, Chief Information Officer	