

Quality Code Audit - Problem-to-Solution (marcin.wolski@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?

User - Software Development Activity (SDA) - takes part in the audit process. He is consulted via emails, or other channels for distance communication.

SDA contacts the TL/SM for any issues, but basically the communication is reversed, the team of auditors communicates with SDA notifying e.g. about a need to setup the test environment

This sentences apply to all kind of issues, not only technical.

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.

TL/SM.

3. How are service user issues handled?

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

The project wiki is used to track only internally the most important issues, like request for a service, or request for a change in the audit scope.

There is not any standard way for user to send issues.

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.

In theory it can be, for example when it turns out the team cannot conduct the expected tests to e.g. lack of expertise.

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.

TL/SM deals with the interaction with user.

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.

I'm not sure how the question matches the audit.

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 customer can request via email e.g. a change during the audit, when it appears such an issue is recorded in the wiki for internal purposes. By default customer has not access to wiki.

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.

Usually all the problems are internal and there are identified and resolved during the team meetings (e.g. weekly meetings).

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.

I'm not sure how the question matches the audit.

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.

Assuming the resources = Man Power, e.g. there is an ongoing audit, one of the expert doesn't appear in the audit, then TL is trying to identify to cause of it.

SM also tries to identify root problems connected which software audit tools and infrastructure used by team members.

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.

If to repair a service means to replace a person in the team ;) TL/AL

SM is in charge of replacing/repairing tools supporting audit.

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?

If the supplier means - e.g. a security expert from external organization who is consulted during the audit, then TL/SM deals with that.

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?

TL/SM is responsible for that.

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.

TL is actively tracking the work progress on audit, including any problems/troubles that appear.

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.

TL/SM keeps in a constant touch with customer, notifying about any problems and it resolution.