Problem Management – Paul Sosbee

Thoughts about Matrix Management

- Communication
- Matrix Management
- We do it already!
- What is a problem?
- Who do I go to?
- Building consensus?
- Buy-in
- Matrix Management extends outside ITS.
- What happens when you have clients but no customers?
- Assures best resources are utilized when they need to be.
- Working as a team with players who are not in your specific group.
- Coordination across groups and functional teams.
- Create clear paths to get work done.
- Acknowledge threats to be successful, we can not remain in silo organizations; we are one.

Matrix Managements Value: Increased access to resources when having problems.

Thoughts and questions on Problem Management

- Problem management is finding the right service provider.
- Every problem is just a service request? It’s a problem until a clear solution is found and then it becomes a service request.
- Priorities: Impact on user, number affected, and productivity
- How do we get people to get to work on the problem? Two people: One in CRM and one in responsible area.
- Problem Management team: When does the PM process engage?
- Who assigns people to projects?
- What is the process for getting onto (or off of) a project?
- Solution focused process to rapidly respond to client needs at functional boundaries.
- It brings together a coordinated diverse skill set and enables collaboration. This exposes people to other functional areas allowing for mentoring and growth.

Problem Management
- Identify priority and scope.
- How many incidents watch problem?
- Define process for determining priority.
- Communicate, communicate.
- Channels of communication and correct message.
- Correct source for information is support coordinators or divisional liaisons.
-Criteria for status message: what, when, where, etc.

**Matrix Managed Problem Management**
-Brings together and coordinates a diverse skills set.
-Enables collaboration.
-Solution focused not function focused or technology focused.
-Rapid/efficient response to needs.
-Responds across functional boundaries.
-Exposure to other functional areas allows for mentoring and growth.
-Differing status messages based on who is receiving it.

**Needs for successful implementation of Matrix Management**

-Remove fear.
-Build Trust
-Initiate better communication
-Develop Mutual respect
-Increase the knowledge of other units, jobs, and projects.

**Some non related concerns and questions were captured as well**

-Security service: Where is the help, advice and criteria?