



Incident, Issue, or Risk?

What to Track When and How

October 20, 2011

# Quick Poll

Works with CMMI-DEV only; no interest in CMMI-SVC	Works with CMMI-DEV; Giving CMMI-SVC a thought	Working with both CMMI-DEV and CMMI-SVC	Dropped CMMI-DEV in favor of CMMI-SVC	Works with CMMI-SVC only; no interest in CMMI-DEV
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- Who tracks defects and issues based on the CMMI-DEV?
- How do you differentiate between defects and issues?
  - Generally, defects are related to products and work products
  - Issues deal with variances in plans and processes
- CMMI-DEV defines “defects” as ...

# Tracking Defect Information

What information about defects do you track?

<b>Description</b>	<b>Impacted Product(s)</b>	<b>Phase detected</b>
<b>When discovered</b>	<b>Assigned to</b>	<b>Phase inserted</b>
<b>Severity</b>	<b>Original due date</b>	<b>Resolution</b>
<b>Priority</b>	<b>Current due date</b>	<b>Status</b>

# Incidents Versus Defects

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- ❑ CMMI-SVC replaces defects with incidents
- ❑ How do you differentiate between defects and incidents?
- ❑ Finding the definition of incidents in the CMMI-SVC
- ❑ From the CMMI-SVC Glossary:
  - ❑ An indication of an actual or potential interference with a service.
  - ❑ Service incidents can occur in any service domain because customer and end-user complaints are types of incidents and even the simplest of services can generate complaints.
  - ❑ The word “incident” can be used in place of “service incident” for brevity when the context makes the meaning clear.

# What Differentiates an Issue from an Incident?

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- An issue generally is an event that reflects when a project or service delivery varies from the plan
- Both CMMI-DEV and CMMI-SVC expect you to track issues
- For incidents
  - Key phrase: Actual or potential interference with a service
  - Key indicator: Customer facing
- For issues
  - Customer may never know they existed
  - Due to dependencies, customers may need to be involved in resolving issues

“Communication is a critical factor when providing services, especially when incidents occur. Communication with the person who reported the incident and possibly those who were affected by it should be considered throughout the life of the incident record in the incident management system.”  
*Incident Resolution and Prevention SP 2.5 Communicate the status of incidents.*

# Information to Track for Issues

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What information about issues do you track?

<b>Description</b>	<b>Priority</b>	<b>Original due date</b>
<b>When discovered</b>	<b>Assigned to</b>	<b>Current due date</b>
<b>Area impacted</b>	<b>Resolution</b>	<b>Status</b>

# What About Risks?

- ❑ Have to look to “Risk Management” for a definition
  - ❑ Key phrase: what might cause harm or loss
  - ❑ Key indicator: future
- ❑ Information to track

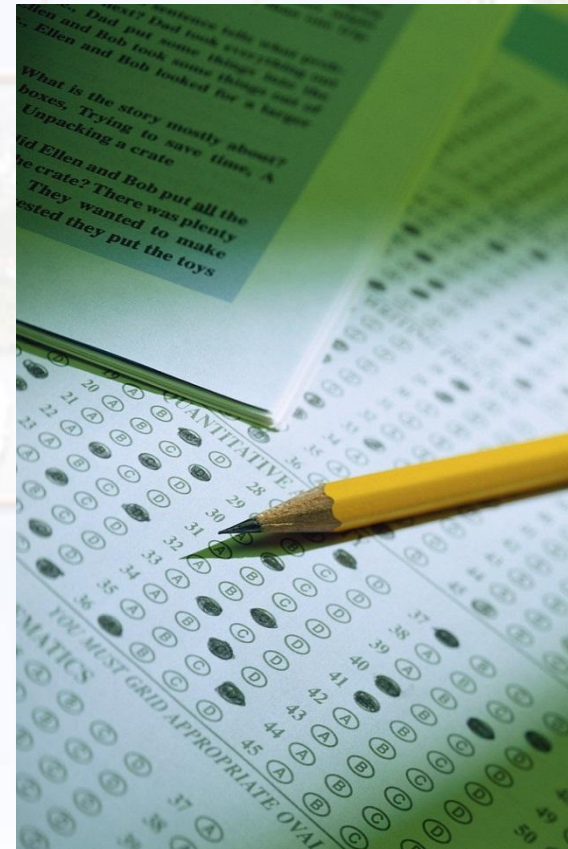


<b>Risk statement</b>	<b>Category</b>	<b>Mitigation approach</b>
<b>Probability</b>	<b>Assigned to</b>	<b>Change history</b>
<b>Impact</b>	<b>Strategy</b>	
<b>Risk exposure</b>	<b>Status</b>	

# Pop Quiz!!

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- Let's go over a few scenarios and determine if they are incidents, issues, or risks.
- Response method



We have a staff member in a position for which he was not trained on the tool and is entering information wrong.

A	Incident
B	Issue
C	Risk

A guest got to her room and found someone else's luggage in there.

A	Incident
B	Issue
C	Risk

The elevators have not been serviced in two years.

A	Incident
B	Issue
C	Risk

Your supplier called to say that the delivery scheduled for an hour from now will be late because their delivery truck broke down. In fact, they may not be able to deliver until tomorrow.

A	Incident
B	Issue
C	Risk

Your Lead Customer Service Representative at the front desk needs knee replacement and will be out six to eight weeks.

A	Incident
B	Issue
C	Risk

Your valet parker is heading to traffic court concerning a speeding ticket he received last month while driving his car afterhours. It's his third offense.

A	Incident
B	Issue
C	Risk

# Comparing Information to Track

Incident	Issue	Risk
Description	Description	Description
Impact	Impact	Category
When discovered	When discovered	When discovered
Importance/ severity/ priority	Importance/ severity/ priority	Importance/ severity/ priority
Responsible party	Responsible party	Responsible party
Target resolution	Target resolution	Status
Status	Status	<b>Probability of occurrence</b>
Due date	Due date	<b>Management approach</b>
		<b>Mitigation plan</b>

# Example Repositories

- Excel
  - Separate files
  - Workbook
- SharePoint site(s)
- Database
  - Access
  - DBMS
- Single repository or separate repositories
  - Able to transition from one type to the next
- Ability to share with the organization and other projects



# Reporting Incidents, Issues, and Risks

- ❑ Regardless of how they are stored and tracked, generally each of these is reported separately
- ❑ Incidents are reported numerically, not individually
- ❑ Number of incidents, percent open, number of new incidents since last report, number of closed incidents since last report, percentages of priorities
- ❑ Issues are reported individually, showing changes in status
- ❑ Top five or top ten risks with all risks plotted on a grid



Probability of Occurrence

## In Summary

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- ❑ Differentiating between defects and issues is fairly straightforward
- ❑ Differentiating between incidents and issues is fairly confusing
- ❑ There are indicators that can help
- ❑ Risks can add to the confusion
- ❑ The information needed to track each has tremendous overlap
- ❑ Tracking could be done in different repositories or a single repository
- ❑ Each gets reported on a regular basis, though in different manners
- ❑ Bottom line: Make sure each is tracked

# Wrap Up

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**Questions?  
Comments?  
Concerns?**

# Contact Information

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**MOSAIC Technologies Group,  
Inc.  
8161 Maple Lawn Blvd, Suite  
430  
Fulton, Maryland 20759-2571**

**Tel: (301) 725-0925  
Fax: (301) 725-0985  
VMail: (240) 786-9526  
FaxMail: (240) 786-0281  
[www.mosaicsgroup.com](http://www.mosaicsgroup.com)**

**David P. Quinn  
Director, Process Services  
SEI-certified SCAMPI<sup>SM</sup> Lead  
Appraiser  
and Introduction to CMMI<sup>®</sup>  
Instructor**

**VMail: (240) 786-9526 x724  
Mobile: (717) 451-2149  
[dquinn@mosaicsgroup.com](mailto:dquinn@mosaicsgroup.com)**

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