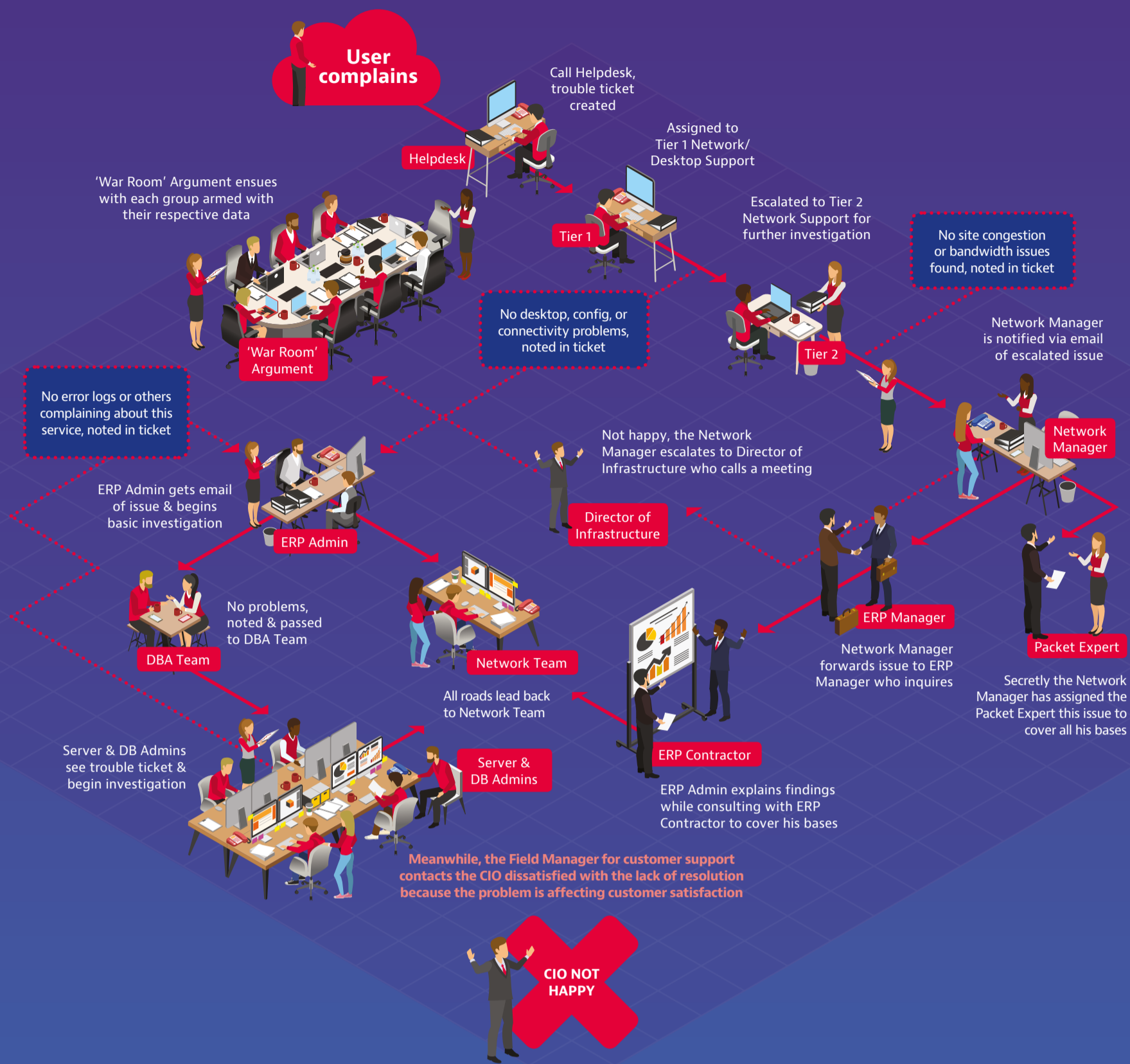# Is the IT Troubleshooting Process Broken?

It's no secret that enterprise personnel no longer work in the same way as they did in the past. The real mystery is why we keep trying to resolve today's complex hybrid IT issues with yesterday's processes and systems. How can we be expected to troubleshoot user experience with network performance data alone?
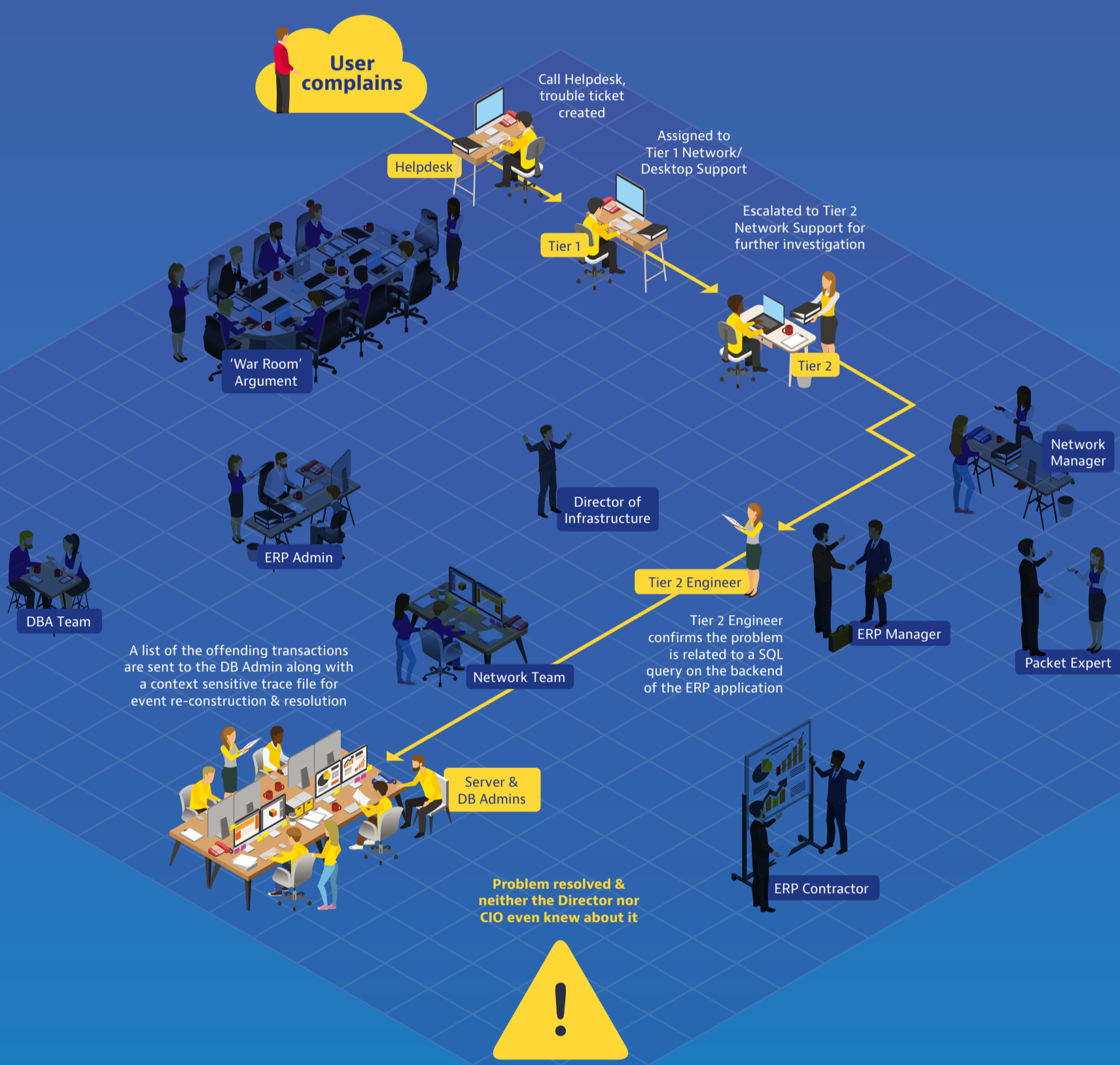
Courtesy of VIAVI Solutions

VIAVI

Typical IT helpdesk workflow

User complains

Helpdesk

Call Helpdesk, trouble ticket created

Assigned to Tier 1 Network/ Desktop Support

Tier 1

Escalated to Tier 2 Network Support for further investigation

Tier 2

No desktop, config, or connectivity problems, noted in ticket

No site congestion or bandwidth issues found, noted in ticket

'War Room' Argument ensues with each group armed with their respective data

'War Room' Argument

Network Manager is notified via email of escalated issue

Network Manager

No error logs or others complaining about this service, noted in ticket

Not happy, the Network Manager escalates to Director of Infrastructure who calls a meeting

ERP Admin gets email of issue & begins basic investigation

ERP Admin

Director of Infrastructure

Secretly the Network Manager has assigned the Packet Expert this issue to cover all his bases

Packet Expert

ERP Manager

Network Manager forwards issue to ERP Manager who inquires

No problems, noted & passed to DBA Team

DBA Team

Network Team

All roads lead back to Network Team

Server & DB Admins

ERP Contractor

ERP Admin explains findings while consulting with ERP Contractor to cover his bases

Server & DB Admins see trouble ticket & begin investigation

Meanwhile, the Field Manager for customer support contacts the CIO dissatisfied with the lack of resolution because the problem is affecting customer satisfaction
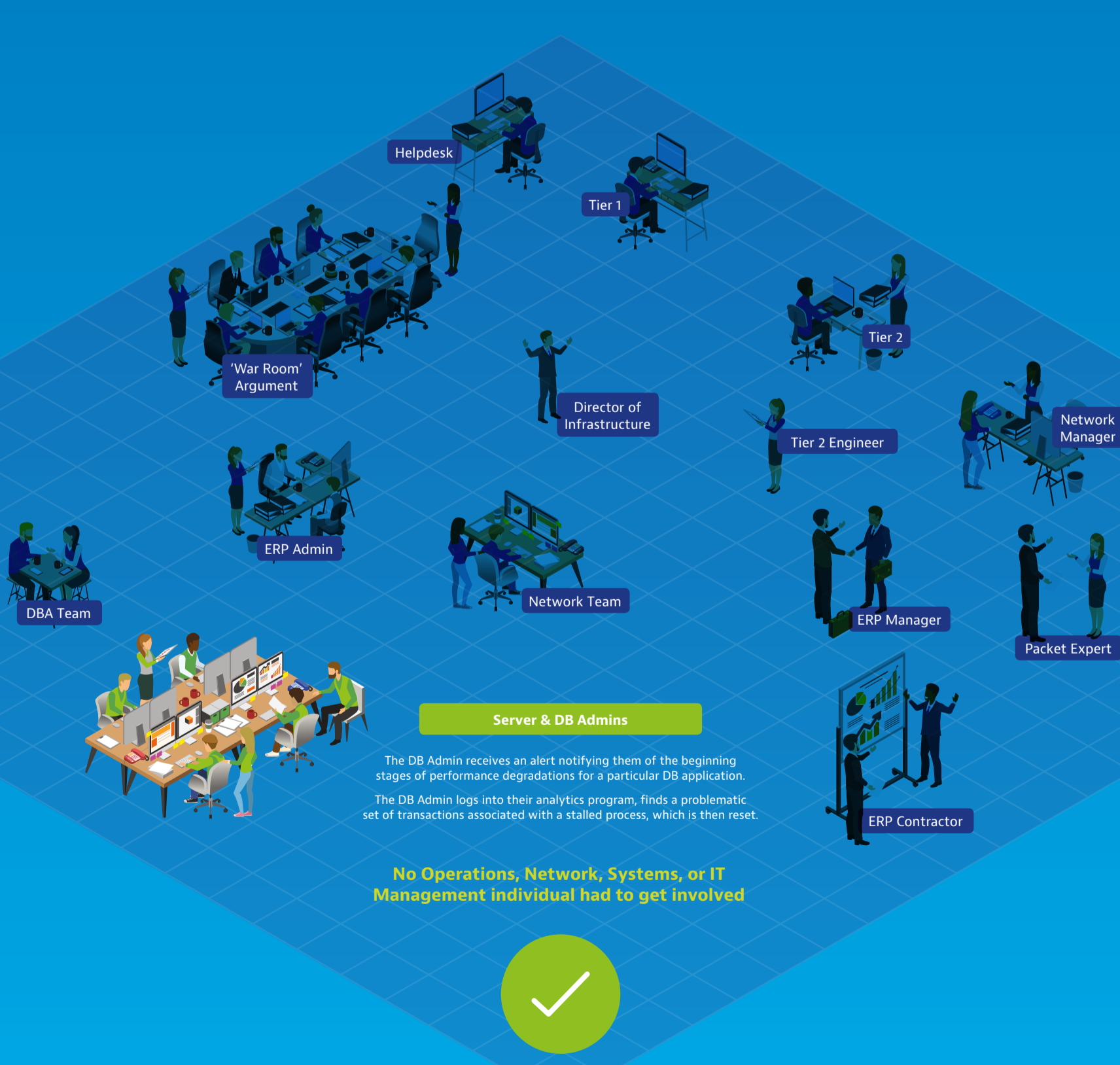
CIO NOT HAPPY

The IT Helpdesk model is rightly under fire. According to Forrester, 70-80% of end-user problems are not reported because the end-user ignores the error, abandons the transaction and/or finds workarounds.

Evolved IT helpdesk workflow

User complains

Helpdesk

Call Helpdesk, trouble ticket created

Assigned to Tier 1 Network/ Desktop Support

Tier 1

Escalated to Tier 2 Network Support for further investigation

Tier 2

'War Room' Argument

Network Manager

Director of Infrastructure

ERP Admin

Tier 2 Engineer

Tier 2 Engineer confirms the problem is related to a SQL query on the backend of the ERP application

ERP Manager

Packet Expert

DBA Team

Network Team

A list of the offending transactions are sent to the DB Admin along with a context sensitive trace file for event re-construction & resolution

Server & DB Admins

ERP Contractor

Problem resolved & neither the Director nor CIO even knew about it

Of the errors that are reported, 31% of performance issues take more than a month to resolve or are never resolved. Is there a better way?

Smarter analytics workflow

Helpdesk

Tier 1

Tier 2

'War Room' Argument

Director of Infrastructure

Tier 2 Engineer

Network Manager

ERP Admin

Network Team

ERP Manager

Packet Expert

DBA Team

Server & DB Admins

The DB Admin receives an alert notifying them of the beginning stages of performance degradations for a particular DB application.

The DB Admin logs into their analytics program, finds a problematic set of transactions associated with a stalled process, which is then reset.

ERP Contractor

No Operations, Network, Systems, or IT Management individual had to get involved

"Life is really simple, but we insist on making it complicated."
Confucius

VIAVI Observer Platform

The Observer Platform provides critical insight not only to performance metrics of networks, but in context of how users are experiencing services and applications. Leveraging end-user experience as a starting point, IT teams can appropriately triage performance issues that are truly impacting the business. Identifying issues, isolating the correct domain and accessing granular detail for root cause resolution has never been easier or faster.

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