



The Service Management Company



Five Whys

Insightful Problem Management
with visual cause analysis



Understand all the factors behind a problem

Multiple factors can be worked through simultaneously inside ServiceNow®.

Improve the value of Problem Management

Make better use of the limited resources you have to fix the most valuable problem.

Superior stability through root cause discovery

Improve the stability of your organisation by understanding the root cause of a problem and addressing it.

Prevention is better than cure

A better understanding of the problem can identify new ways of preventing occurrences without having to address the complex root cause.

Increased visibility creates trust

Give management complete confidence in the thinking and decisions taken when prioritising a problem by producing a clear record.

Describe your Major Incident in a picture

A single view creates greater clarity, drives better decision-making and facilitates actionable procedure to prevent re-occurrence.

TESM is a Gold Services Partner of





Cause analysis

One of the most effective ways to improve stability in your environment is to prevent incidents from re-occurring. It can be hard to get to the bottom of why an incident occurred, given all the components in today's applications. Sifting out the one cause and documenting it can create many similar problems, or force you to ignore all other contributing events — reducing the value of the process.

TESM gives you the ability to look at all the elements of the problem, and document how they contribute to the event, in a simple visual format that promotes inquisitive thought. You can spend your time analysing what really happened, rather than wondering if you have actually found the cause.

In addition to visualising the cause of a problem, TESH empowers users to report on each component. Users can easily associate tasks to the contributing factors, then remove them.

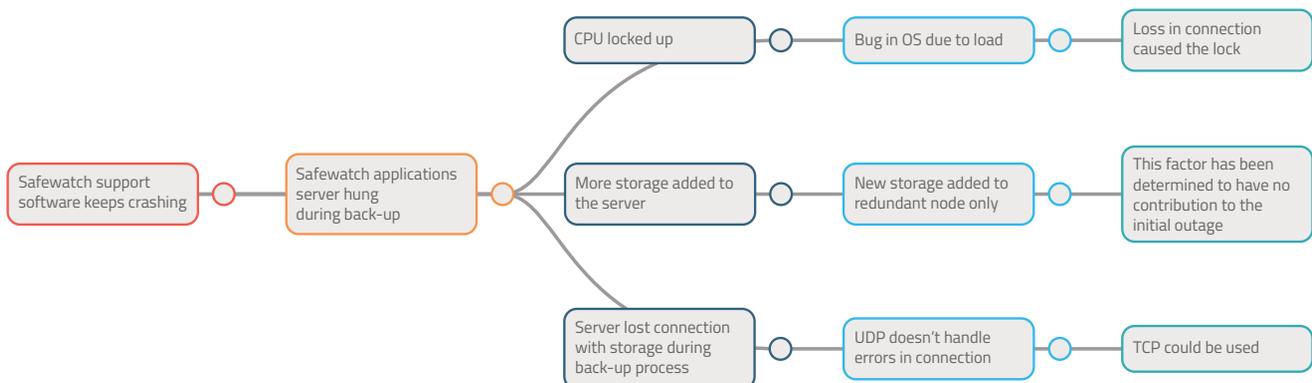
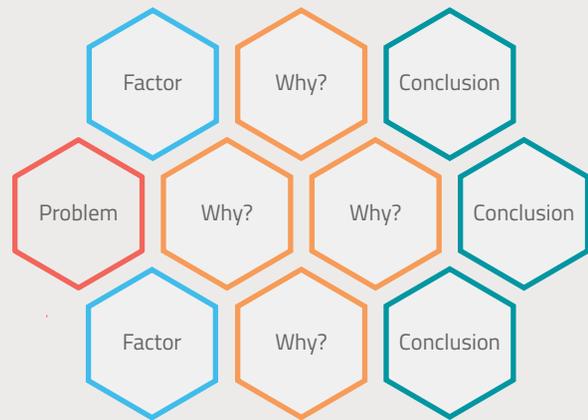
Improving Problem Management

Our capability:

- Look at all possible factors that could have caused the incident
- Drill in to each one to ascertain if it was:
 - The root cause
 - A contributing factor
 - Something you can ignore

Simple and flexible:

- No complicated training to follow the process
- Just ask 'Why?' at each point until the process no longer improves your understanding of the event



Built within ServiceNow®

Developed to realise the full potential of the ServiceNow® platform, TESH's Five Whys guides teams towards insightful Problem Management. An extension to the ServiceNow® Problem application which helps model the cause of an incident and contributing factors using visualisation.



For further information on Five Whys please contact us:
contactus@tesm.com +44 (0)203 874 6760 www.tesm.com