

# NOC PMO – Change Management

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## Problem Statement – Step 1

***“A Problem well-stated is half-solved.”***

A. Please address the following “5 W’s” in the problem statement:

*“As is” Current State*

1. **Who** – who does the problem affect? Specific groups, organizations, customers? Who is the process owner?
2. **What** – what are the boundaries of the problem, e.g. organizational, workflow, geographic? What is the impact of the problem? What is expected when the problem is fixed? What happens if no action is taken?
3. **When** – when does this problem occur? When does it need to be fixed?
4. **Where** – where is this problem occurring, in certain locations, certain processes?
5. **Why** – why is it important to fix this problem? Why do stakeholders care about the problem?

B. Please address the organization’s constraints & expectations:

*“Should Be” Future State*

1. What form can the resolution be? (Training? Directives? IM? Other?)
2. What are the limitations in time, resources, technologies that can be used to solve the problem?
3. What does the organization view as the “end result” or future state?

## Administrative Details

1. Who is the main point of contact for this problem?

Name\_\_\_\_\_ Phone\_\_\_\_\_

Ref: Ceptara. 2012. *How to Write a Problem Statement*. Retrieved from <http://www.ceptara.com/blog/how-to-write-problem-statement>.