

PROBLEM MANAGEMENT



PURPOSE

To

- manage the lifecycle of all problems
- minimize the adverse impact of incidents and problems on the business that are caused by underlying errors within the IT Infrastructure
- proactively prevent recurrence of incidents related to these errors

In order to achieve this, problem management seeks to get to the root cause of incidents, document and communicate known errors and initiate actions to improve or correct the situation.



TRIGGERS

- one or more incidents
- testing
- Supplier notification of potential faults or known deficiencies in their products or services
- Review of incident records and identification of patterns and trends in incidents
- review of operation logs, operation communications or event logs



KEY TERMS

Problem: *The unknown cause of one or more incidents.*

Known Error: *A Problem that has a documented Root Cause and a Workaround.*

Known error Database (KEDB): *A database containing all known Error Records and Workarounds. It is created by Problem Management. KEDB is a part of the Service Knowledge Management System (SKMS)*



INPUTS

- Incident records for incidents that triggered problem management
- Incident reports and histories to support proactive problem trending
- Information about CIs and their status
- Communication and feedback about incidents and their symptoms, RFCs and releases
- Communication of events triggered from event management
- Operational and service level objectives
- Customer feedback on problem management
- Agreed criteria for prioritizing and escalating problems
- Output from risk management and risk assessment activities.

Problem Management

Reactive PM

Proactive PM

- Problem detection
- Problem logging
- Problem categorization
- Problem prioritization
- Problem investigation and diagnosis
- Workarounds
- Raising a known error record
- Problem resolution
- Problem closure
- Major problem review

Known Error Database (KEDB)



OUTPUTS

- Resolved problems and actions taken to achieve their resolution
- Updated problem management records
- RFCs to remove infrastructure errors
- Workarounds for incidents
- Known error records
- Problem management reports
- improvement recommendations