

PROBLEM MANAGEMENT

Problem: The unknown underlying cause of one or more Incidents.

Known Error: The known root cause of one or more Incidents, where a temporary workaround or a permanent alternative has been identified.

Difference: Problem control focuses on transferring Problems in Known Errors. Error control focuses on resolving Known Errors via the Change Management process.

The goal of Problem Management is to minimize the adverse effect on the business of Incidents and Problems caused by errors in the infrastructure, and to proactively prevent the occurrence of Incidents, Problems and errors.

Reasons for Problem Management

- Resolve Problems quickly and effectively
- Ensure resources are prioritized to resolve Problems in the most appropriate order based on business need
- Proactively identify and resolve Problems and Known Errors thus minimizing Incident occurrences
- Improve productivity of support staff
- Provide relevant management information

Responsibilities involved in Problem Management:

- Problem Control
 - Problem identification and recording
 - Problem classification
 - Problem investigation and diagnosis
- Error Control
 - Error identification and recording
 - Error assessment
 - Recording error resolution
 - Error closure
 - Monitoring resolution progress
- Assistance with handling of major Incidents
- Proactive prevention of Problems
 - Trend analysis
 - Targeting support action
 - Providing information to the organization
- Obtaining management information from Problem data
- Completing major Problem reviews