

6 terms in problem management



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1

Problem is a cause of one or more incidents. The cause is not usually known at the time a problem record is created.

2

Known Error (KE) is a problem that has a documented root cause and a workaround.



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3

Known Error Data base (KEDB) is a DB of all your recorded known errors to identify workarounds during incident management.

4

Workaround is a way of reducing or eliminating the impact of an incident or problem for which a full resolution is not yet available.



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5

Problem models are a pre-agreed outline procedure for dealing with a particular type of problem.



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6

Reactive and proactive problem management:

- ✓ **Reactive problem management** - reacting to incidents as they occur and raising problems as necessary to identify and resolve the underlying cause.
- ✓ **Proactive problem management** - identification and resolution of problems and their cause before any incidents occur by investigating the patterns and frequency of the incidents that have occurred and using the information to provide clues of where undiscovered problems lie.



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