PROBLEM MANAGEMENT (PRB)

WORKFLOW AND SUB-PROCESSES
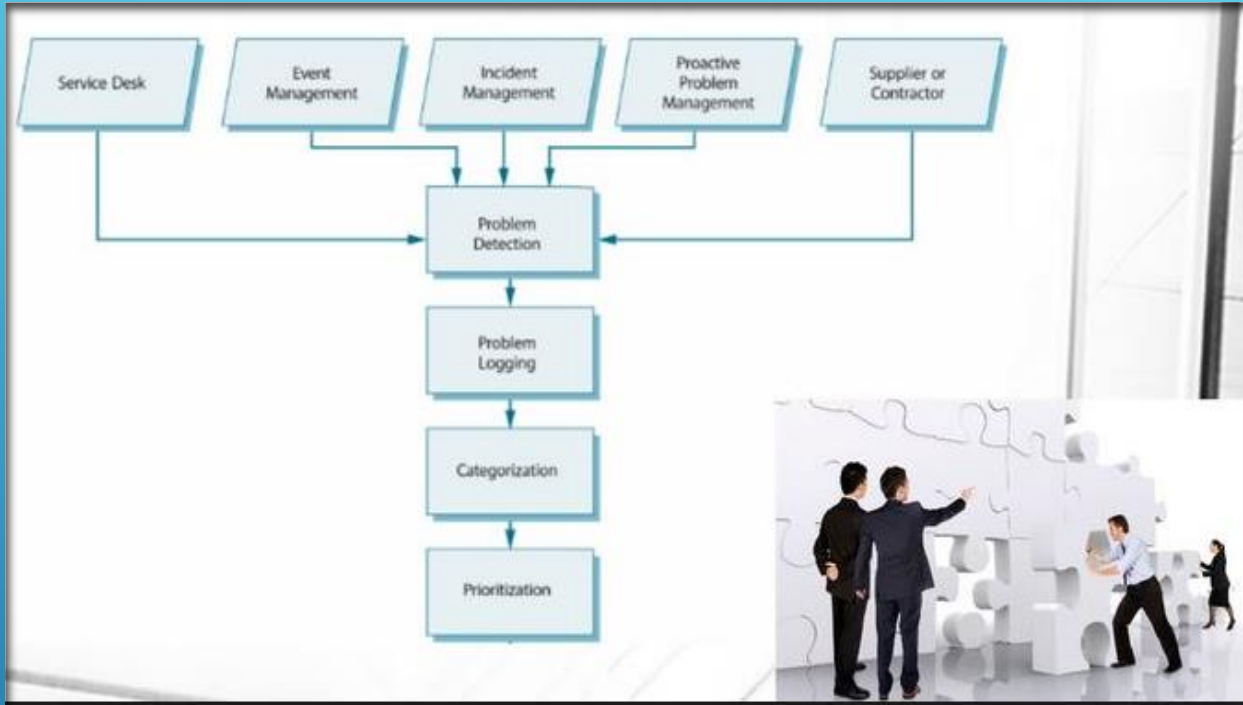
Problem is a cause – usually unknown – of incidents

Known Error -is a problem that has a documented root cause and a workaround

PROBLEM

PRB PROCESS DEFINITION

- ***Problem Management*** aims to manage the lifecycle of all Problems and includes:
  - Reactive and
  - Proactive Problem management

Take a pause! Write 2-3 examples of problems and describe the difference between INC and PRB

- **Problem Identification**

Process Objective: Identify a problem by analyzing incidents or proactively

- **Problem Categorization and Prioritization**

Process Objective: To record and prioritize the Problem with appropriate diligence.

- **Problem Diagnosis and Resolution**

Process Objective: To identify the underlying root cause of a Problem and initiate the most appropriate and economical Problem solution. If possible, a temporary Workaround is supplied.

- **Problem and Error Control**

Process Objective: To constantly monitor outstanding Problems with regards to their processing status.

- **Problem Closure and Evaluation**

Process Objective: To ensure that after a successful Problem solution the Problem Record contains a full historical description, and all tied Incidents are closed.

- **Major Problem Review**

Process Objective: To review the resolution of a Problem in order to prevent recurrence and learn any lessons for the future.

- **Problem Management Reporting**

Process Objective: Problem Management Reporting aims to ensure that the other Service Management processes as well as IT Management is informed of outstanding Problems, their processing-status and existing Workarounds

PRB SUB-PROCESSES

IDENTIFICATION

▶ Incidents analysis, including closed

▶ Log and trend analysis

▶ Event management

▶ External information (i.e. from vendors)

Tip!

Not everyone has rights to open problems

Take a pause! Write 2-3 examples of problems and describe the difference between INC and PRB

CATEGORIZATION AND PRIORITIZING PRB

▶ Follow the rules and principles defined by Incident management

▶ Should not be "technical"

Additional!

PRB priority depends on number and priority of connected INCs

PRB priority can be decreased if an appropriate Workaround exists

MAIN ANALYSIS TOOLS 7 TECHNIQUES

- Brainstorming/Delphi
- Kepner – Trego including:
  - Localizing problem
  - Time-scale analysis
  - Pain value analysis
  - Testing hypothesis
- 5WHYs
- Technical guard

5WHYS EXAMPLE

- Brainstorming/Delphi

- Kepner – Trego including:

  - Localizing problem

  - Time-scale analysis

  - Pain value analysis

  - Testing hypothesis

- 5WHYs

- Technical guard

Take a pause! Analyze a problem (technical or organizational) using 5WHYs.

Upload your questions and answers to a forum and discuss with a trainer

KNOWN ERROR

▸ Known Error is a state of a problem which contains diagnosis and workaround or solution

▸ Known errors diagnosis and workaround should be available in the KEDB and better automated

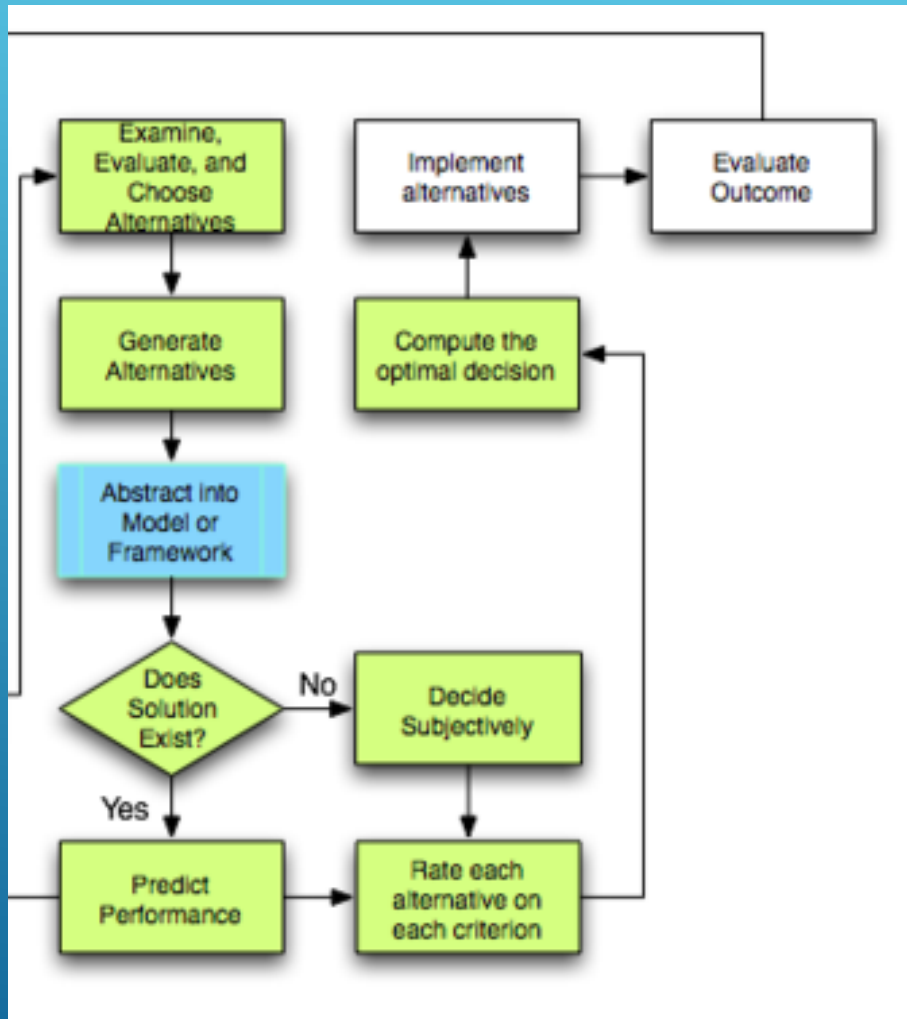▸ Both WA and solutions are usually follow the RFC procedure to decrease potential negative impact

TIP! Try to find a WA first in order to solve incidents faster

CLOSE PRB
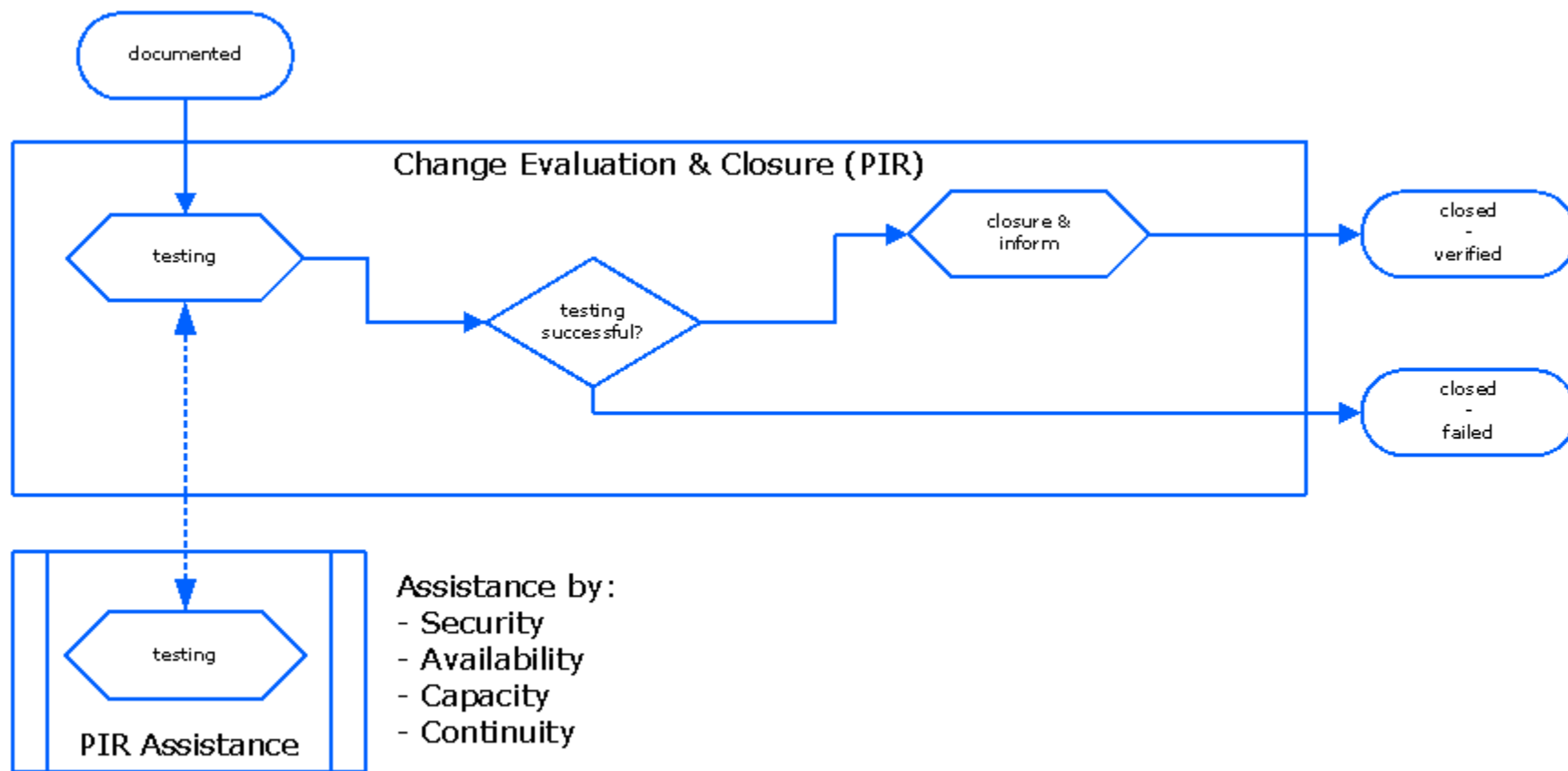
ANALYZE MAJOR PROBLEMS

TIP! After Major PRB closure open a duplicate RFC and check if there is a better solution

ROLES AND RESPONSIBILITIES

- PROBLEM MANAGER
- PROBLEM ANALYST
- PROBLEM PRACTITIONER