Problem Management Process

ITILv3 Foundations

JASON DION
TRAINING THE CYBER SECURITY WORKFORCE

Problem vs. Incident Management

- Problem Management focuses on the long-term solution and fixing the root cause

- Incident Management often focuses on *firefighting* and correcting issues as quickly as possible

Problem Management Process

- To manage problems through their lifecycle, seeking to minimize the adverse impact of incidents and problems caused by underlying errors and to prevent recurrence of incidents related to those errors

Scope

- Triggered by Event Management, Incident Management, and Problem Management

- Implements solutions through Change Management and the Release & Deployment processes

- Proactively uses Availability Management and Capacity Management to prevent issues

Two Kinds of Problem Management

- Reactive Problem Management

  Charged with responding to problems as they arise in the environment, driving by the incident management process

- Proactive Problem Management

  Charged with proactively seeking out improvements to service and infrastructure before an incident occurs