

Problem Management

*Answers to the questions are highlighted in Blue

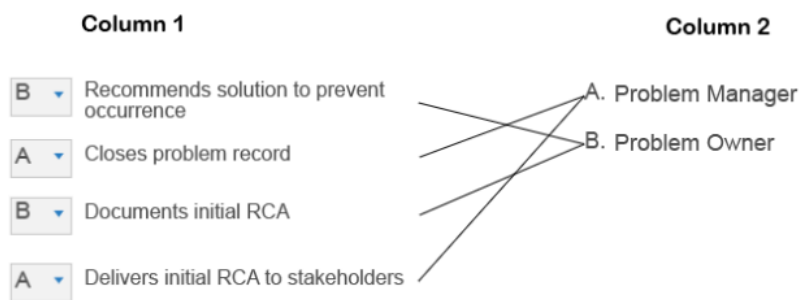
SOM Problem Management Overview

The Problem Management process is generally initiated for all Critical Priority Incidents.

- A) True
- B) False

Match the task with the role responsible for completing it.

(Hint: Each role may match with more than one task)



If the account has not established a specific SLA, best practices say that the final RCA should be delivered to the stakeholders within:

- A) 5 business days
- B) 10 business days
- C) 15 business days
- D) 30 business days

The Alert Management System Evaluation Task is assigned to:

- A) Problem Owner
- B) Alert Management System Administrator
- C) Problem Manager

The documentation of any identified workaround and/or solution for Service Desk Agents & Support Technicians is called:

- A) Knowledge Article

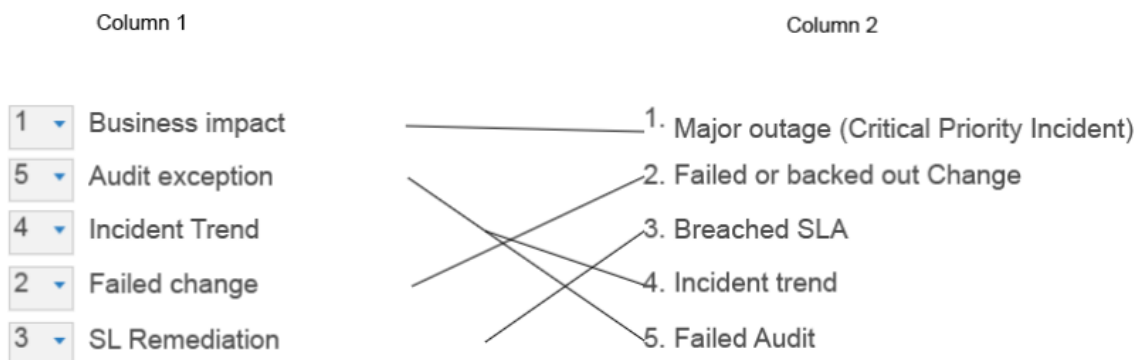
- B) Known Error
- C) Workaround documentation
- D) Problem/Solution

Opening a Problem Record

The Problem Management process is generally initiated for all Critical Priority Incidents

- A) True
- B) False

Match the Initiation Reason with the reason why a Problem record may be opened



Who moves the Problem record to Assigned State?

- A) Problem Manager
- B) Problem Owner

When a Problem record is saved for the first time, it is assigned to the Problem Owner

- A) True
- B) False

How does the Problem Manager determine the best SME for the problem record?

- A) By asking the DE of the Account
- B) Asking the Group Manager on the Incident/ Change or assignee on the related record

Initial Root Cause Analysis

The problem owner delivers the initial RCA to the stakeholders.

- A) True
- B) False

Who can add an attachment to the problem record?

- A) Problem Manager
- B) Problem Owner
- C) Either the Problem Manager or the Problem Owner

If the account has not established a specific SLA, the best practices say that the initial RCA should be delivered to the stakeholders within:

- A) 5 business days
- B) 10 business days
- C) 15 business days
- D) 30 business days

The final RCA fields can be completed at the same time as the initial RCA fields

- A) True
- B) False

If a workaround is documented and Communicate Workaround is selected, e-mail notification is sent to any stakeholders receiving notifications for non-resolved incidents that are related to the problem record

- A) True

- B) False

Initial RCA Review and Delivery

The Initial RCA task is assigned to the Problem Owner

- A) True
- B) False

Who is responsible for the leveraging the initial RCA to the stakeholders?

- A) Problem manager
- B) Problem owner
- C) The account's the Delivery Executive

The problem manager is responsible for all the steps listed below **except**:

- A) Facilitating the review of the initial RCA to the stakeholders.
- B) Closing initial RCA task.
- C) Documenting the proposed solution.
- D) Changing the state reason to reflect stakeholder's approval/rejection.

Venetian RCA can be sent to:

- A) One user or one assigned group only
- B) One user only
- C) One assigned group only
- D) Any combination of users and assigned groups
- E) One user and one assigned group only

The problem manager should thoroughly review the initial RCA before sending it to the stakeholders.

- A) True
- B) False

Final Root Cause Analysis

The field used to document the recommendation for preventive measures to be implemented is titled

- A) Final root cause analysis
- B) Final solution
- C) work notes
- D) Work around

If the account has not established a specific SLA, best practices say that the final RCA should be delivered to the stakeholders within:

- A) 5 business days
- B) 10 business days
- C) 15 business days
- D) 30 business days

The problem owner is responsible for delivering the final RCA to the stakeholders.

- A) True
- B) False

Instead of typing the root cause analysis, you can attach in SOM a file with all the information required of:

- A) Any size
- B) 5MB
- C) 10MB
- D) 50MB

It is possible to provide just a draft of the Final Root Cause Analysis or and have it completed after it is approved it gets approved?

- A) True
- B) False

Final RCA Review & Delivery

The Problem Manager is responsible for delivery of the final RCA to the Stakeholders

- A) True
- B) False

The Problem Review Board's decision to approve/reject the recommendation for preventive measures is documented in the field titled:

- A) Description
- B) Final Solution
- C) Work Notes
- D) Either A or C

Where is the Send Final RCA button found?

- A) On the Problem Record
- B) On the Final RCA Task form
- C) Either the Problem Record or the Final RCA Task form

Which of the following steps is NOT taken by the Problem Manager during their review of the Final RCA?

- A) Document Problem Review Board's decision
- B) Send Final RCA to Stakeholders
- C) Document the Final RCA in the Problem Record
- D) Change the State of the Final RCA Task

The Problem Manager should review the Final RCA before delivering it to the Stakeholders.

- A) True
- B) False

Implement Final Solution

The Problem Manager is responsible for implementation of the approved final solution

- A) True
- B) False

If the final solution is rejected by the Problem Review Board, the Problem Owner can take these steps:

- A) Modify documentation in Problem record and resubmit for final RCA Review
- B) Document that no further action will be taken and change the State reason to Incomplete
- C) Cancel the Problem record
- D) **Either A or B**

If it is necessary to initiate the Change Management process to implement the approved solution, who creates the related change record?

- A) **The Problem Owner**
- B) The Problem Manager
- C) The Change Manager

If the Final RCA is rejected, the Problem Owner can (Select all that apply)

- A) **Update the Problem Record and resubmit it for approval**
- B) Implement the proposed solution
- C) **Change the State Reason to Incomplete**

The Problem Manager determines whether the final solution should be accepted or rejected.

- A) True
- B) **False**

Final Review of Problem Record

Known Error records are created to document the Final RCA

- A) True
- B) **False**

If a Known Error record is necessary, who creates it?

- A) The Problem Owner
- B) The Knowledge Base Administrator
- C) **The Problem Manager**

Which of the following steps is NOT taken by the Problem Manager?

- A) Select **Close Code** and enter Close Notes
- B) Document results of the implementation on the Problem Record
- C) Change **State** to Closed
- D) Review implementation results with the Stakeholders

If the Stakeholders approve the results of the implementation, the Problem Manager will:

- A) Change the **State Reason** to Closed Complete
- B) Change the **State** to Closed
- C) Change the **State Reason** to Implementation Approved

If the Stakeholders reject the results of the implementation, the Problem Manager will:

- A) Change the **State Reason** to Implementation Rejected
- B) Implement the proposed solution
- C) Change the **State Reason** to Incomplete