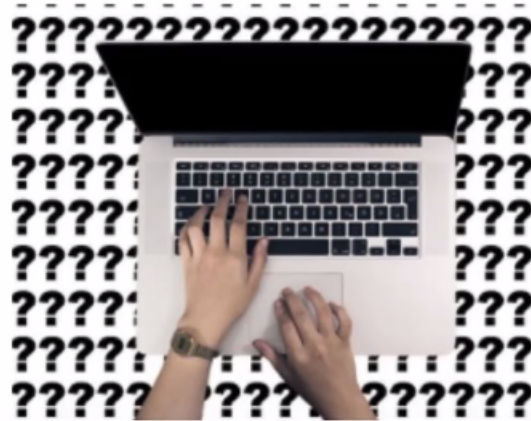


Request Fulfillment - Roles

- Not usually dedicated staff
- Service Desk staff
- Incident Management staff
- Service Operations teams

Problem

- Unknown underlying cause of one or more Incidents
- The cause is not usually known at the time a Problem Record is created, and the Problem Management Process is responsible for further investigation



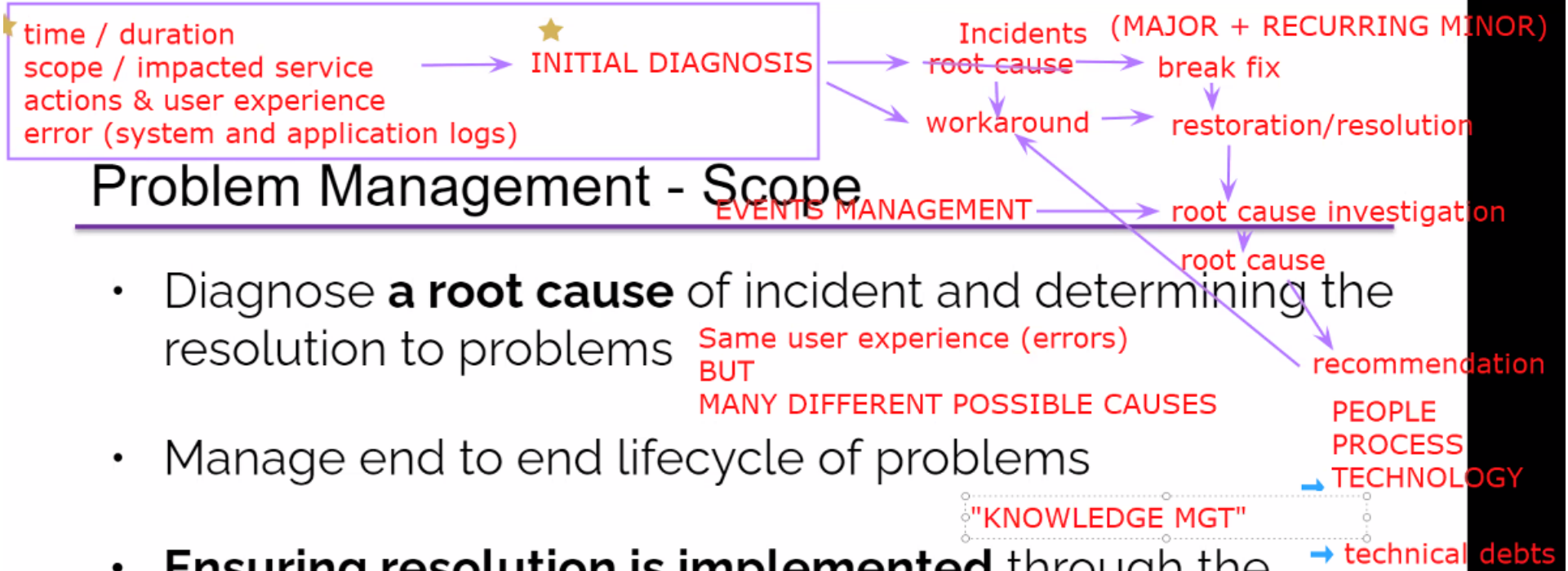
Problem Management - Goal

preventive Pr Mgt proactive Pr Mgt

- To prevent problems and resulting incidents from happening, to eliminate recurring incidents and to minimize the impact of incidents that cannot be prevented

reactive Pr Mgt





- Diagnose **a root cause** of incident and determining the resolution to problems
- Manage end to end lifecycle of problems
- **Ensuring resolution is implemented** through the appropriate control procedures, especially Change and Release Management
- Maintain information about problems and the appropriate workarounds and resolutions, so that the organization is able to reduce the number and impact of incidents over time

Problem Management – Value to business

- When incidents are resolved, information about the resolution is recorded. Over time, this information is used **to speed up the resolution time** and identify permanent solutions, reducing the number and resolution time of incidents
- Additional value is derived from the following:
 - Higher availability of IT services
 - Higher productivity of business and IT staff
 - Reduced expenditure on workarounds or fixes that do not work
 - Reduction in cost of effort in fire-fighting or resolving repeat incidents

Workaround

- Reducing or eliminating the impact of an incident or problem for which a full resolution is not yet available – for example, by restarting a failed configuration item, making it work.
- Workarounds for problems are documented in known error records.
- Workarounds for incidents that do not have associated problem records are documented in the incident record.

Known Error Database

- A database containing all Known Error Records.
- This database is created by Problem Management and used in Incident and Problem Management
- The Known Error Database is part of the Service Knowledge Management System

Problem Management – Two Major Processes

- **Reactive Problem Management**
 - Resolution of underlying cause(s)
 - Covered in Service Operation
- **Proactive Problem Management**
 - Prevention of future problems
 - Generally undertaken as part of CSI

Problem Management – Roles

- Problem Manager
- Supported by technical groups
 - Technical Management
 - IT Operations
 - Applications Management
 - Third-party suppliers

Access Management

security management
> access for specific roles
> applications or data
sources or systems

- Process of granting authorized users the right to use a service, while preventing access to non-authorized users
- Actual execution of policies and actions defined in Security and Availability Management
- It is also referred to as Rights management or Identity management



Access Mgt – Policies, Principles & Basic Concepts

- **Access** refers to the level and extent of a service's functionality or data that a user is entitled to use
- **Identity** refers to the information about them that distinguishes them as an individual and which verifies their status within the organization. By definition, the identity of a user is unique to that user
- **Rights** (also called privileges) refer to the actual settings whereby a user is provided access to a service or group of services. Typical rights or levels of access, include read, write, execute, change, delete
- **Services or Service Groups**. Most users do not use only one service, and users performing a similar set of activities will use a similar set of services. Instead of providing access to each service for each user separately, it is more efficient to be able to grant each user - or group of users - access to the whole set of services that they are entitled to use at the same time
- **Directory Services** refers to a specific type of tool that is used to manage access and rights

Access Management – Activities

- Requesting Access
- Verification
- Providing rights
- Monitoring identity status
- Logging and tracking access
- Removing or restricting rights