Error in IT Services → Incidents → **Problem** → Root Cause → Long Term Fix → **Structural Resolution**

Example:

Function XX experiencing slow performance	*Hung database threads causing slow performance*	*Inefficient query (bug, resource leak,…) causing hung threads*	*Fix query problem in next release*

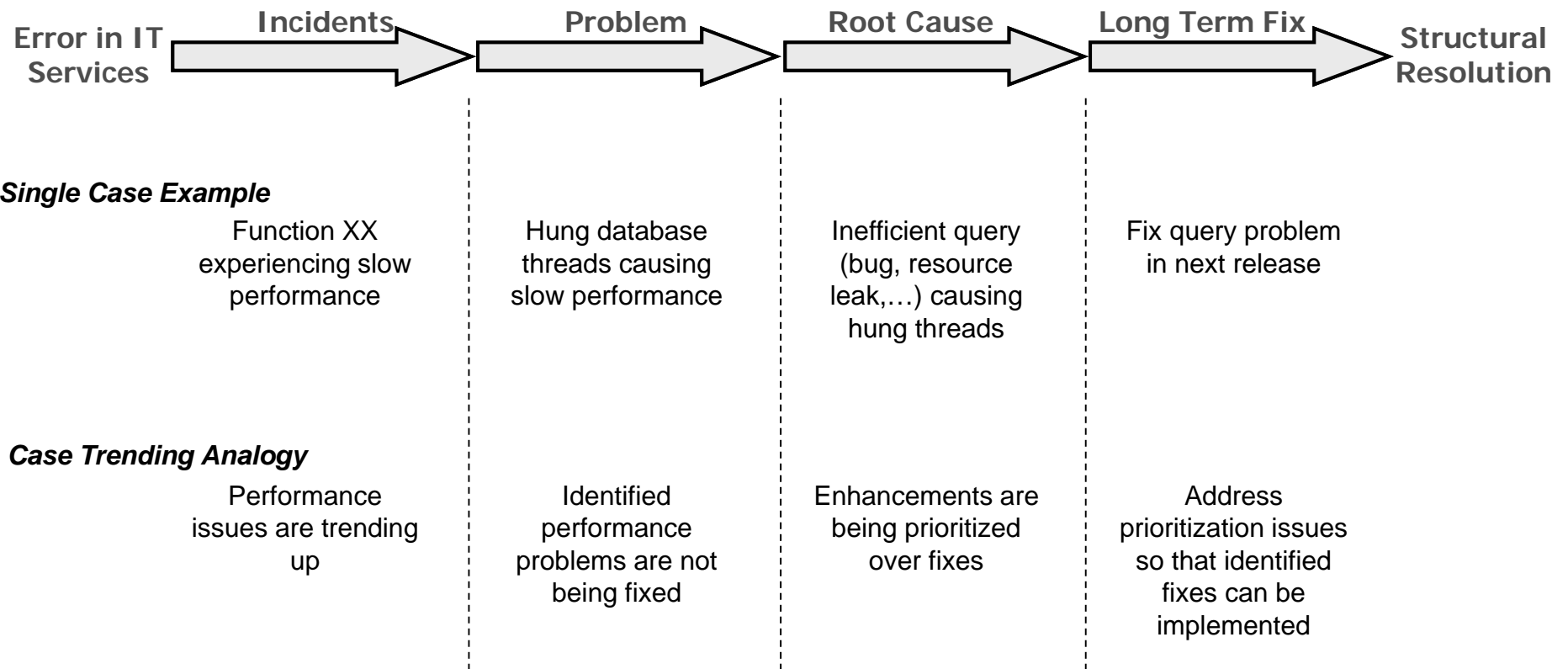**Activities:**

• Create case • Escalate case • Route case • Identify short-term actions to correct symptoms • Return system to operational status	• Understand problem contributing to symptoms • Diagnose possible cause(s)	• Diagnose root cause • Identify resolution to ensure problem is not repeated	• Develop and verify fix • Implement to production system

← **Incident Management** → ← **Problem Management** →

← **Communications** →

Adapted from the IT Infrastructure Library (ITIL)

Error in IT Services	→ Incidents →	Problem →	Root Cause →	Long Term Fix →	Structural Resolution
Single Case Example	Function XX experiencing slow performance	Hung database threads causing slow performance	Inefficient query (bug, resource leak,…) causing hung threads	Fix query problem in next release	
Case Trending Analogy	Performance issues are trending up	Identified performance problems are not being fixed	Enhancements are being prioritized over fixes	Address prioritization issues so that identified fixes can be implemented	

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