Why shall I open a problem allthough it might not be analyzed or resolved?

Spending time is always a trade-off

Analyzing and resolving problems causes effort, so the decision to actually spend the time is a trade-off between cost, effect and customer satisfaction.

So when incidents caused by a problem appear a few times a year and it takes a few minutes only to apply an acceptable workaround, it may not make sense to spend several days to analyze and resolve the underlying root cause.

It still makes sense to open a problem

Allthough you might expect that the analysis or resolution of a problem may not be performed, it still makes sense to open a problem for the following reasons:

TransparencyProblem serves as source for a Knowledge Article to be applied for new incidentsCentral reference for incident history

When you create a Knowledge Article out of the problem and apply this Knowledge Article to new incidents, the new incidents will automatically be linked to the problem record.

Linking Incidents to the problem creates a clear and precise incident history. We will be able to analyze the incident history to identify raising incident numbers and decide again if analysis or resolution may make sense at some point in time in future.

References

For more information, the following articles may be of interest for you

The section "Apply Knowleddge Article to an incident" in How do I assign incidents to problems?When am I requested to open an IT problem ticket?