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| **TSC Category** | Operations and User Support | | | | | |
| **TSC Title** | Problem Management | | | | | |
| **TSC Description** | Manage the lifecycle of problems to prevent problems and incidents from occurring, eliminate recurring incidents and minimise impact of unavoidable incidents | | | | | |
| **TSC Proficiency Description** | **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** | **Level 6** |
|  |  | **ICT-OUS-3011-1.1** | **ICT-OUS-4011-1.1** | **ICT-OUS-5011-1.1** |  |
|  |  | Handle specific problems from diagnosis and prioritisation to the identification and implementation of solutions | Introduce processes, guidelines and technologies to facilitate the management of problems throughout their lifecycle | Establish problem management strategies, protocols, and mechanisms to guide the prevention, resolution and minimisation of problems and their effects |  |
| **Knowledge** |  |  | * Problem management process * Incident management process * Tools used in problem and incident management * Usage of categorisation, impact and priority coding systems in problem management * Principles of reactive and proactive problem management * Documentation requirements and protocols in problem management * Usage of documentation tools, systems and records to log relevant information throughout the problem's lifecycle | * Principles of problem management throughout its lifecycle * Relevant tools, processes and technologies to facilitate problem identification, investigation, analysis and resolution * Problem investigation and diagnosis techniques and methodologies * Problem prioritisation and sizing techniques, methodologies and parameters * Best practices and industry standards in documentation related to problem management | * Industry best practices in problem management * Critical processes and key touchpoints throughout the lifecycle of problems * Indicators of potential problems * Best practices and key components in problem management review * Impact of problem management reviews on service reviews and stakeholder satisfaction |  |
| **Abilities** |  |  | * Monitor the lifecycle of specific problems * Diagnose the causes of incidents and problems * Categorise incidents and problems according to established guidelines * Identify appropriate solutions to resolve problems * Implement solutions to address the problem through appropriate control procedures * Propose solutions to prevent future occurrences of similar problems * Document information about problems and the appropriate workarounds and resolutions | * Manage the lifecycle of a wide range of problems * Introduce technologies and processes to enable automated detection of incidents or problems * Perform investigations and deep analysis of a problem to fully understand its root causes * Develop guidelines and methods for prioritisation and categorisation of problems according to their severity, frequency or potential implications * Recommend solutions to address the root cause of problems and minimise the reoccurrences of similar problems * Monitor documentation and tracking of problems encountered and resolved | * Oversee the management of all significant problems throughout their lifecycle * Establish organisation-wide problem management protocol and standards * Introduce organisation structures, processes and infrastructure to guide the efficient and effective prevention, resolution and minimisation of problems and their effects * Develop strategies to pre-empt potential problems from occurring * Endorse solutions to address the root cause of problems to minimise the reoccurrences of similar problems * Lead the review of all significant problems and the solutions being implemented |  |
| **Range of Application** |  | | | | | |