

ITIL® Poster Series #10

Problem Management Process (Part 3 of 3)

The problem management process flow contains the following 10 steps. In many ways the problem management process flow is similar to the Incident process. Remember, during this time, service may have been restored (and thus the Incident is over) but Incidents may be recurring. The problem is detected, logged and categorized.

Step 8: Problem Resolution

When problem management has identified a solution to the problem, it should be implemented to resolve the underlying fault and thus prevent any further incidents from disrupting the service.

Implementing the resolution may involve a degree of risk, so the change management process will ensure that the risk and impact assessment of the RFC is satisfactory before allowing the change.

If the change resolves the problem, the problem moves to the closure step. If it has NOT resolved the fault it will be passed back to the Investigate and Diagnose stage for further work.

Step 9: Problem Closure

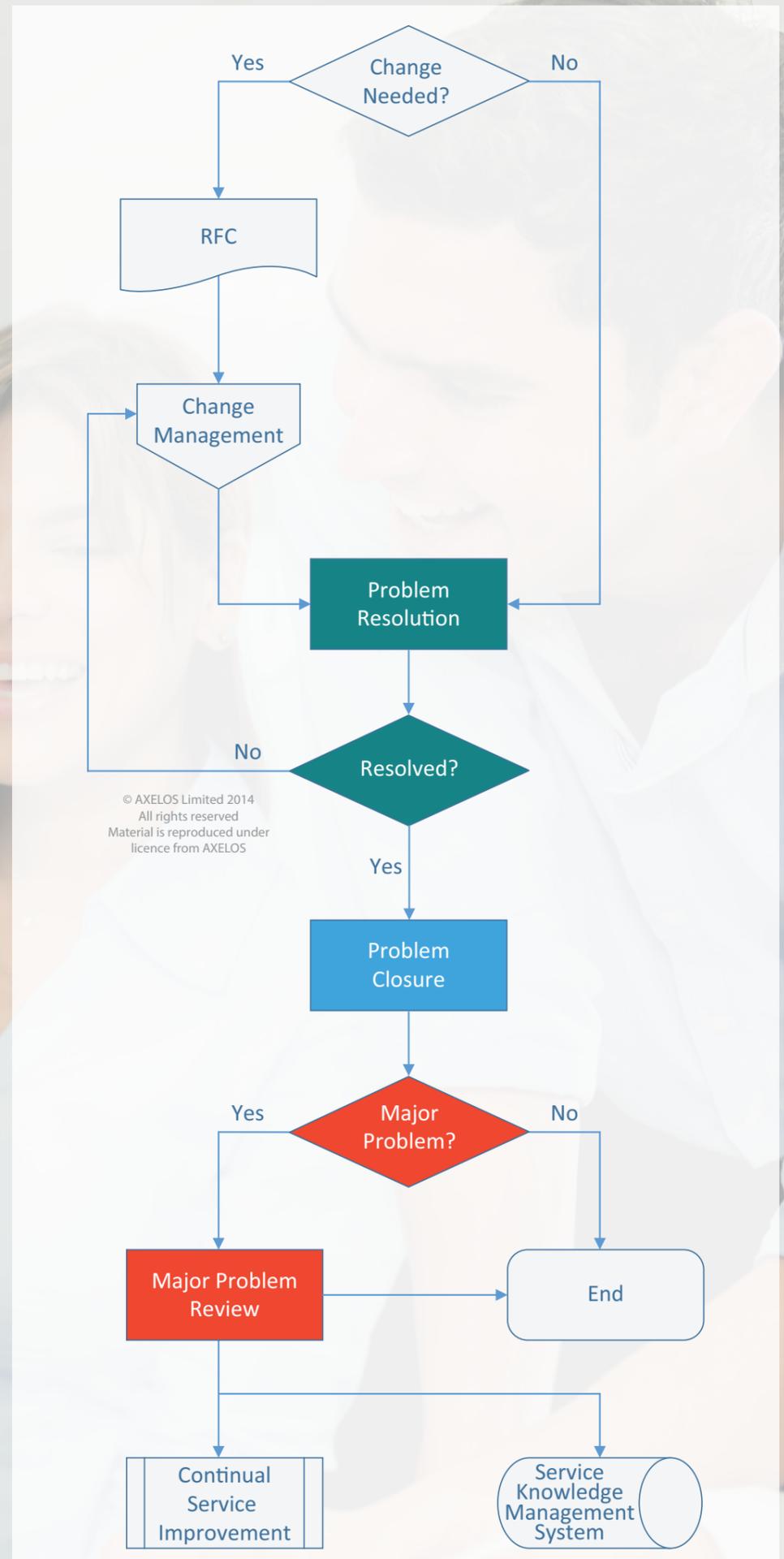
When a permanent solution to the problem has been identified, tested, and implemented through the change management process, the problem record can be updated and closed.

Any open incidents caused by the problem can be closed too. The KEDB should be updated to show that the problem has been resolved, so any future incidents will not have been caused by it. However, the information contained within the problem record may prove useful in addressing a future, similar problem.

Step 10: Major Problem Review

Each organization should define what constitutes a major problem. Once a major problem has been resolved, a review should be held to identify any lessons that can be learned from what occurred.

The review should take place soon after the time of the event so that those involved can clearly recall what happened. Recommended actions should be logged in the CSI Register.



POSTER ONE Problem Detection, Logging, Categorization, and Prioritization

POSTER TWO Investigating Problems, Identifying a Workaround, and Raising a Known Error Record

POSTER THREE Problem Resolution, Problem Closure, and Major Problem Review

