Service Description

Updated as of 2017-10-24

Service Logistics

Heading	Description
Service Category	Professional Services
Service Name	Problem Management
Aliases	Problem Management
Service Owner	Director Education Technology and Interactive Media
Process Owner	Network and Telecommunications Manager; Manager of Technical Support Operations; Administrative and Student Information Systems Coordinator; Instructional Technologist

Service Details

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Description	A problem is the underlying cause of an incident. Problem Management is the process responsible for managing the lifecycle of all problems. It includes the activities required to diagnose the root cause of incidents identified through the Incident Management process, and to determine the resolution to those problems through the appropriate control procedures, especially Change Management and Release Management.
Features and Benefits	Problem management addresses the state of hardware, software, and processes, and preemptively addressing issues before they cause excessive incidents. A problem may be raised because of an incident or problem may cause an incident. An incident does not become a problem. Features and benefits include: • Improve the overall availability of services. • Proactively identify and solve problems and/or provide suitable workarounds before (further) Incidents recur. • Prevent problems and resulting incidents from happening. • Less downtime and fewer disruptions for the enterprise critical systems.
Included	• Eliminate recurring incidents • Minimize the impact of incidents that cannot be prevented • Prioritize and handle the problem in the appropriate sequence

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	• Ensure the resolutions meets the requirements of the SLA for the customer
Eligibility	Any member of ITS may create a problem record and work towards its resolution.
Prerequisites	Problem management addresses the state of hardware, software, and processes, and preemptively addressing issues before they cause excessive incidents. The Problem Management Review Team includes technical and functional staff involved in supporting these IT services.
Requesting the Service	Problems can be reported by any member of Information Technology Services who has the opportunity to recognize a situation that is likely to create incidents.
Related Documentation	• Problem Management Process [OSF Problem Management Process – MSWord Doc] • Problem Management ITIL Process • Difference between a problem and an incident
Fulfillment Target	To resolve a problem, a permanent solution must be applied to eliminate the source causing incidents. The solutions often affect production environment, whether an infrastructure component or an application. In this case, in order to avoid further difficulties, the solution will be presented to Change Management, and scheduled and approved before being applied in production. In the case of an urgent problem that seriously affects the business; the urgent change process will be invoked. Problem prioritization takes into account the severity of the problems, which may refers to the seriousness of the problem from an infrastructure perspective (or service or customer perspective). Considerations: • Can the system be recovered, or does it need to be replaced? • How much will it cost? • How many people, with what skills, will be needed to fix the problem? • How long will it take to fix the problem? • How extensive is the problem?

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	When a change is completed (and successfully reviewed), and the resolution is applied, the Problem Record may be formally closed – as should any related Incident Records that are still open. A check should also be performed to ensure that the record contains a full historical description of all events – and if not, the record should be updated. In addition, the status of any related Known Error Record should be updated to shown that the resolution has been applied.