Problem Management Process Flow

Escalated incidents + resolutions not understood

Trend information

Missed availability targets

Service Level Management (SLAs)

Incident Management

Capacity Management

Availability Management

Legislation

Vendor advice

Research

Forums

There are a limitless number of sources that the IT professional will use to gather information about potential issues that could affect the IT infrastructure.

The challenge is to identify these sources and then have systems in place to filter and sort through the large amounts of datea.

Can you have Problem Control without Error Control?
Simple answer: YES
If you discover what the problem is it may be determined the cost of correcting the error is not justifiable.

PROBLEM CONTROL

ERROR CONTROL

PROACTIVE PROBLEM MANAGEMENT

Think of Proactive Problem Management component as being a "what-if" analysis. "What if, this happens…", "What if that happens…"

Problem Management comprises these 3 primary activities. Each major activity is then broken down into a variety of component (or sub) activities.

The actual work of the Problem Management process is carried out by technical groups, under the supervision of the Problem Manager

A problem, by definition is when the cause is unknown.

An error, by definition is when the cause is known.

This flow chart has a specific process focus, but also indicates where other processes contribute.

Is Problem Rejected?

Yes

Return to point of origin

No

Close the problem and Proceed to Error Control

Yes

No

Is the cause known?

Problem Identification and Recording

Error Identification and Recording

Problem Classification

Error Assessment

Problem Investigation and Diagnosis

Record resolution information

Error Closure

Monitoring

Trend Analysis

Capacity Management

Availability Management

Targeting Preventative Action

Focus groups conduct walk through scenarios that simulate a wide range of potential possibilities that could lead to service failure.

Major Problem Reviews

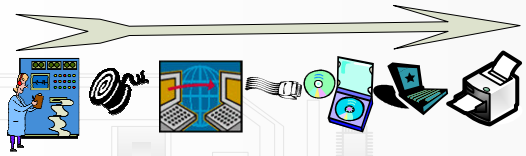
Two categories of review: 1. "Post Implementation Reviews" (PIRs) following a change; 2. Major failure review to look for process improvements.

Requests for Status can come from Change Management, Incident Management, Customers, Users, Vendors

On many occasions once the technical specialists have discovered the (known) error and how to resolve it, the Change Management process is triggered.

As with many of the ITIL® processes there is no specific timing of when one processes hands off to another; indeed many processes run in parallel dealing with the same issue.

It is likely that a technical specialist will be part of the Change Management team and they will also be involved as part of the Post Change review.



The concept of end-to-end Service Management and Service Delivery is one that is very relevant for Problem Management. The concept (which allows us to understand how many components go in to the delivery of a service to an end user) highlights the importance of tracking problems against all components and proactively looking for potential issues in all areas (not just the easily identifiable ones).

Problem Record

Problem Type: Production, Development, Mainframe, Server, LAN, WAN, Application, O/S, Procedure, ..other

Unique ID #

Creation Date:

Raised by:

Affected System:

SLA x-ref:

Close Date:

Workaround details ~/~/~

Action Log ~/~/~ ~/~/~

Permanent Resolution ~/~/~

Impact Urgency

PRIORITY

Low High

RFC x-ref:

Problem Status: Current, Known Error, Pending, Closed

Important note: Internationally recognized flowchart symbols are used when their use is unambiguous

Decision

Stored Data

Predefined process

Document

Manual Operation

This flow chart prepared by The Art of Service as a representative example. Errors and Omissions Excepted

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