

[Organization logo]

[Organization name]

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PROBLEM MANAGEMENT PROCESS

Commented [20A2]: If you want to find out more about Problem Management process, see <https://advisera.com/20000academy/blog/2013/08/05/iti-problem-management-getting-rid-problems/>

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Version:	
Date of version:	
Created by:	
Approved by:	
Confidentiality level:	

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Change history

Date	Version	Created by	Description of change
	0.1	20000Academy	Basic document outline

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1. Purpose, scope and users

The aim of this document is to define the purpose, scope, principles and activities of the Problem Management process.

This document is applied to all processes and activities of the SMS.

Users of this document are all employees of [organization name], as well as all external parties who have a role in the SMS.

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2. Reference documents

- ISO/IEC 20000-1:2018, clauses 7.5.4.e), 8.6.3.
- Incident Management Process
- Service Request Management Process
- Change Management Process
- Configuration Management Process

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Commented [20A6]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "10_Resolution_Fulfilment_Processes/10.2_Service_Request_Management".

Commented [20A7]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "09_Service_Design_Build_Transition_Processes/09.1_Change_Management".

Commented [20A8]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "06_Service_Portfolio_Processes/06.3_Configuration_Management".

3. Process overview

The purpose of the Problem Management process is to identify the root cause of problems and to prevent the occurrence of similar problems.

The goal of the Problem Management process is to:

- Identify the root cause of problems
- Prevent the occurrence of similar problems
- Minimize the impact of problems

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All problems inside [organization name] are managed according to the Problem Management process.

The Problem Management process consists of two main parts:

- Reactive Problem Management: The Problem Manager is responsible for reactive Problem Management activities and achievements. [Job title] is responsible for reactive Problem Management activities and achievements.
- Proactive Problem Management: The Problem Manager is responsible for proactive Problem Management activities and achievements. The Problem Manager is responsible for proactive Problem Management.

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and brainstorming sessions with technical experts from [organization name]. The Problem Manager is responsible for proactive Problem Management.

4. Process activities

4.1. Problem identification

Problems may be identified from the following sources:

- Incident Management process
- ITSM 2.0/ITIL4
- Problem Management process (other processes)

4.2. Problem recording

[Organization] uses **Problem Management** to record, investigate, and resolve problems that cause incidents.

The person responsible to record the problem differs depending on the source of the problem, as defined in the table below:

Source	Responsibility to record the problem
Incident Management process	Incident Manager
ITSM 2.0/ITIL4	Problem Manager
Problem Management process (other processes)	Problem Manager

Mandatory data that need to be recorded are:

- Problem title
- Problem description
- Problem category
- Problem priority
- Problem status
- Problem type
- Problem impact
- Problem urgency

The **Problem Manager** is responsible for ensuring that the problem is recorded in the system and that the necessary data is captured to allow the problem to be investigated and resolved.

4.3. Problem classification and prioritization

Problems are classified and prioritized based on the impact and urgency of the problem and the number of users affected.

The **Problem Manager** can **classify and prioritize** the problem.

Problems will be assigned one of the following classifications:

- **Problem**
- **Problem**

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Commented [20A13]: The description of the Problem Manager's responsibilities should be more detailed, including the process of recording and investigating problems.

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- [blurred text]
- [blurred text]

Priority consists of impact and urgency, has [blurred text]

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[blurred]	[blurred]	[blurred]	[blurred]
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Resolution time of a problem depends on its priority code and is calculated as follows:

Priority code	[blurred]	[blurred]
1	[blurred]	[blurred]
2	[blurred]	[blurred]
3	[blurred]	[blurred]
4	[blurred]	[blurred]
5	[blurred]	[blurred]

Impact – business impact that a problem causes:

[blurred]	[blurred]	[blurred]
[blurred]	[blurred]	[blurred]
[blurred]	[blurred]	[blurred]

Urgency – how quickly the business needs a resolution:

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4.4. Problem investigation and diagnosis

The Problem Analyst is responsible to diagnose

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The Problem Manager is responsible to provide appropriate resources with needed expertise for problem resolution.

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If a problem is not resolved, it can be escalated in the following ways:

- The Problem Analyst is responsible to escalate problems to the Problem Manager in the following cases:
 -
 -
- If problem resolution requires the support of another specialist group, the problem is escalated by the Problem Manager.

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The Problem Manager is responsible to provide appropriate resources with needed expertise for problem resolution.

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Where the root cause of the problem has been identified, but the problem has not been

resolved, the Problem Manager is responsible to provide appropriate resources with needed expertise for problem resolution.

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The Problem Analyst is responsible to document in

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As soon as the root cause of a problem and respective workaround are known,

The Problem Manager is responsible to raise an RfC (Request for Change) if resolution of a problem requires changes to a CI.

The Problem Manager is responsible to provide appropriate resources with needed expertise for problem resolution.

4.5. Problem resolution

Release and Deployment Management is responsible to implement resolution of a problem.

The Problem Analyst is responsible to

4.6. Problem closure

[organization name]

The Problem Manager is responsible to update the Problem Record and send a notification, with up-
[redacted]

Problem Manager controls the consistency of both the Problem Record and the Known Error Record.

4.7. Proactive problem management

Problem Manager is responsible to perform proactive problem management by [redacted]

5. Roles and responsibilities

5.1. Problem Manager

[Job title] assigns the Problem Manager role.

Responsibilities of the Problem Manager are:

- Overall responsibility for carrying out activities within the scope of Problem Management, i.e. owns problem management activities
- Coordinates interfaces with other Service Management processes
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

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5.2. Problem Analyst

[Job title] assigns the Problem Analyst role.

Responsibilities of the Problem Analyst are:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

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6. Measurement and reporting

The Service Catalog Manager is responsible to:

- Define and review [annually] the Critical Success Factors (CSFs) that support the current SMS objectives defined in the SMS Plan and corresponding Key Performance Indicators (KPIs) that can be used to monitor the progress on the achievement of the CSFs
- Ensure that measurements are taken according to the defined frequency and document the result in the Matrix of Process Measurements
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7. Managing records kept on the basis of this document

Record name	Storage location	Person responsible for storage	Controls for record protection	Retention time
Problem Record (in electronic form)	[tool name]	[job title]	Incident Management and Problem Management roles have the right to add/change the record	Problem Records are kept for [5 years].
Known Error Record	[tool name]	[job title]	Problem Analyst	Known Error records are kept for [5 years].
Reports	[tool name]	[job title]	Problem Manager	Reports are kept for [3 years].

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[organization name]

8. Validity and document management

This document is valid as of [date].

Owner of this document is [job title], who must check and, if necessary, update the document at least once a year.

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9. Appendices

- Appendix 1 – Problem Record
- Appendix 2 – Known Error Record

[Job title]

[Name]

[Signature]

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