

Problem Management

- **Problem Management** is concerned with the identification and correction of flaws or errors in the environment which cause incidents.
 - **Problem Management** helps reduce and prevent incidents.
- Problem Management is broadly divided into two major sub-processes:
 - **Reactive Problem Management**, which is charged with responding to problems as they arise in the environment, usually driven by the Incident Management process.
 - **Proactive Problem Management**, which is charged with proactively seeking out improvements to services and infrastructure before incidents occur.
- **Problem Management** uses techniques such as Kepner-Tregoe, Ishikawa diagramming, and Fault Tree Analysis to identify the root cause of incidents.
 - Once the root cause of an incident is determined, **Problem Management** may issue a **Request For Change** to initiate action toward implementation of a permanent fix for the underlying cause or,
 - if a permanent solution is not feasible, may assist in the development of a **Work Around** for use in restoring service and minimizing the impact of associated incidents.
- The production and maintenance of the **Known Error Database (KEDB)** is one of the most important outputs of the **Problem Management** process.
 - The **Known Error Database** is used by the Incident Management process to more rapidly resolve incidents.

Itil V3 Foundations Study Guide

H Kauffman



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Reviewing **Itil V3 Foundations Study Guide**: Unlocking the Spellbinding Force of Linguistics

In a fast-paced world fueled by information and interconnectivity, the spellbinding force of linguistics has acquired newfound prominence. Its capacity to evoke emotions, stimulate contemplation, and stimulate metamorphosis is actually astonishing. Within the pages of "**Itil V3 Foundations Study Guide**," an enthralling opus penned by a highly acclaimed wordsmith, readers set about an immersive expedition to unravel the intricate significance of language and its indelible imprint on our lives. Throughout this assessment, we shall delve in to the book is central motifs, appraise its distinctive narrative style, and gauge its overarching influence on the minds of its readers.

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