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 V5 Foundation Study Guide 2013](#)

ML Yell

Itil V5 Foundation Study Guide 2013:

This book delves into Itil V5 Foundation Study Guide 2013. Itil V5 Foundation Study Guide 2013 is an essential topic that needs to be grasped by everyone, ranging from students and scholars to the general public. The book will furnish comprehensive and in-depth insights into Itil V5 Foundation Study Guide 2013, encompassing both the fundamentals and more intricate discussions.

1. This book is structured into several chapters, namely:

    - Chapter 1: Introduction to Itil V5 Foundation Study Guide 2013
    - Chapter 2: Essential Elements of Itil V5 Foundation Study Guide 2013
    - Chapter 3: Itil V5 Foundation Study Guide 2013 in Everyday Life
    - Chapter 4: Itil V5 Foundation Study Guide 2013 in Specific Contexts
    - Chapter 5: Conclusion

2. In chapter 1, this book will provide an overview of Itil V5 Foundation Study Guide 2013. The first chapter will explore what Itil V5 Foundation Study Guide 2013 is, why Itil V5 Foundation Study Guide 2013 is vital, and how to effectively learn about Itil V5 Foundation Study Guide 2013.
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Itil V5 Foundation Study Guide 2013 Introduction

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