

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

Claire Agutter



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