

# Problem Management Process

## 2.2 Process Description of Problem Management

This process starts with the initial detection of Problems and then raising a respective ticket.

Each Problem is recorded so that it could be tracked, monitored, and updated throughout its life cycle.

Act No: 1	Act Name: Problem Detection	Owner: Person identifying/ reporting a problem
<b>Description:</b> ITIL problem management process receives Problems through different channels. These channels are the service desk (frequently reported incidents), event management process (events and alerts), incident management process (analysis of recurring incidents), proactive problem management, and supplier or contractor.		

Act No: 2	Act Name: Problem Logging	Owner: Problem Coordinator/ Problem Manager
<b>Description:</b> After the problem is received, the next step is that the problem is reviewed. If required, more information is gathered by contacting the respective person(s). If the review team find to be a problem that needs a resolution, then a problem is logged.		
<b>Output:</b> Problem Ticket is raised		

Act No: 3	Act Name: Categorize Problem	Owner: Problem Coordinator/ Problem Manager
<b>Description:</b> Categorize the Problem.  Categorization is assigning the Category, Type and Item (CTI), to allow the correct assignment of the ticket. Some of the problems are related to the 3 <sup>rd</sup> party and they are not assigned to the L2-L3 support teams. Such tickets are assigned directly to the 3 <sup>rd</sup> party vendor.  The same categories that are used in incident categorization should be used for problem categorization		
<b>Output:</b> Categorized Problem		

Act No: 4	Act Name: Categorize and Prioritize Problem	Owner: Problem Coordinator/ Problem Manager
<b>Description:</b> Prioritize the Problem.  Prioritization of Problem would be done based on impact and urgency of issue. (Urgency is defined as the timeframe in which the business needs the problem resolved. The impact is defined as the extent to which the problem could cause damage to the business). Problems are prioritized into P1, P2, P3 or P4 based on company's prioritisation. While prioritizing the Problem, it gets treated based on the criticality.		
<b>Output:</b> Prioritized Problem		

# Itil Problem Management Policy Document Template

**Sabine Zange**



## **Itil Problem Management Policy Document Template:**

**A Study Guide to Service Catalogue from the Principles of ITIL V3** Hank Marquis,APMG-International,2010 IT services are prevalent throughout virtually all businesses Most enterprises and many government functions are totally dependent upon reliable and responsive IT services to underpin vital business community and social functions IT services have become mainstream and managing them to deliver value it the core message of ITIL V3 and the emphasis in ITIL V3 on service catalogue management is a direct result of the growing requirement for business and IT to work together sharing data information and knowledge about demand for services service capabilities and patterns of business activity The Service Catalogue Management process is now a very important management field complete with its own terminology and vital concepts This study guide outlines the concepts and principles underlying the service catalogue discusses a project plan approach and reporting considerations describes the value of a sound business case and the key relationships and touch points in the service catalogue management process *The Official Introduction to the ITIL Service Lifecycle* OGC - Office of Government Commerce,2007-05-30 ITIL was created by the UK government in the 1980s as an efficiency improving initiative This text gives an essential guide to the overall structure of ITIL and an outline of its principles **Introduction to the ITIL service lifecycle** Office of Government Commerce,Great Britain. Office of Government Commerce,2010-05-12 This official introduction is a gateway to ITIL It explains the basic concept of IT Service Management ITSM and the place of ITIL introducing the new lifecycle model which puts into context all the familiar ITIL processes from the earlier books It also serves to illuminate the background of thr new ITIL structure This title introduces ITSM and ITIL explains why the service lifecycle approach is best practice in today s ITSM and makes a persuasive case for change After showing high level process models it takes the reader through the main principles that govern the new version lifecycle stages governance and decision making then the principles behind design and deployment and operation and optimisation **Foundations of ITIL® V3** Arjen de Jong,Axel Kolthof,Jan van Bon,2007-09-09 Note This book is available in several languages Dutch English French Spanish Foundations of ITIL and its predecessors have become the industry classic guide on the topic of ITIL Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations This version has now been upgraded to reflect ITIL V3 Written in the same concise way and covering all the facts readers will find that this title succinctly covers the key aspects of the ITIL V3 upgrade The ITIL V3 approach covering the ITIL Lifecycle is fully covered In addition those who are familiar with the Version 2 process approach will be delighted to discover that this new edition of Foundations of ITIL has split out all the processes and describes them in detail This means that it is easy for all readers to access and grasp the process concepts that are so pivotal to many service management day to day operations This title covers the following *The Language of Compliance* Dorian J. Cougias,Marcelo Halpern,2006 With more than 3 000 entries The Language of Compliance is the only glossary endorsed by

the Unified Compliance Framework resource for IT acronyms terms and extended definitions It covers the terms found in HIPAA SOX GLB CobiT ISO 17799 and 27001 BCI BSI ISSF and more than 100 other regulatory bodies and standards agencies Computer Books     **ITIL® Intermediate Release, Control and Validation Courseware** Pelle Rastock,2017-03-24 ITIL Intermediate Release Control and Validation 4 days The four courses in Service Capability is aimed at students who need deep knowledge of the processes and the roles of ITIL Service Lifecycle covered in the course but the primary focus is on processes functions roles and activities of its application and use by lifecycle The courses within the Service Capability is role based modules each with a separate certification Each course includes a grouping of processes and roles within ITIL is intended to give participants a specific knowledge of the practice and application related to the daily work You ll learn You get a deeper understanding of the part of the ITIL framework which deals with testing validation and deployment of services The course is aimed primarily at people working actively to plan and execute changes in IT services You get a deeper understanding of the interaction between the requirements definition testing and deployment as well as the importance of having a well functioning configuration management Target group The target group of the ITIL Expert Qualification Release Control and Validation is Individuals who have attained the ITIL Foundation certificate in Service Management and who wish to advance to higher level ITIL certifications Individuals who require a deep understanding of ITIL Certificate in Release Control and Validation processes and how it may be used to enhance the quality of IT service support within an organization IT professionals that are working within an organization that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement programme Operational staff involved in Change Management Release and Deployment Management Service Validation and Testing Service Asset and Configuration Management Request Fulfilment Service Evaluation and Knowledge Management who wish to enhance their role based capabilities This may include but is not limited to IT professionals business managers and business process owners Exam The examination is closed book and made up of multiple choice questions based on a scenario Students will be allowed 120 minutes to answer the questions You need at least 70% 28 40 points to pass Prerequisites Candidates wishing to pass the exam for this qualification must already hold the ITIL Foundation Certificate ITIL is a registered trade mark of AXELOS Limited used under permission of AXELOS Limited All rights reserved This product is only for courseware partners affiliates or designated students     InfoWorld ,2004-11-08 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects     Software Quality Assurance Claude Y. Laporte,Alain April,2018-01-04 This book introduces Software Quality Assurance SQA and provides an overview of standards used to implement SQA It defines ways to assess the effectiveness of how one approaches software quality across key industry sectors such as telecommunications transport defense and aerospace Includes supplementary website with an instructor s guide and solutions Applies IEEE software standards as well as the Capability Maturity Model

Integration for Development CMMI Illustrates the application of software quality assurance practices through the use of practical examples quotes from experts and tips from the authors [E-doc](#) ,2007 **CCSP Certified Cloud Security Professional All-in-One Exam Guide, Third Edition** Daniel Carter,2022-11-25 This fully updated self study guide delivers 100% coverage of all topics on the current version of the CCSP exam Thoroughly revised for the 2022 edition of the exam this highly effective test preparation guide covers all six domains within the CCSP Body of Knowledge The book offers clear explanations of every subject on the CCSP exam and features accurate practice questions and real world examples New updated or expanded coverage includes cloud data security DevOps security mobile computing threat modeling paradigms regulatory and legal frameworks and best practices and standards Written by a respected computer security expert CCSP Certified Cloud Security Professional All in One Exam Guide Third Edition is both a powerful study tool and a valuable reference that will serve professionals long after the test To aid in self study each chapter includes exam tips that highlight key information a summary that serves as a quick review of salient points and practice questions that allow you to test your comprehension Special design elements throughout provide insight and call out potentially harmful situations All practice questions match the tone content and format of those on the actual exam Includes access to 300 practice questions in the TotalTester™ Online customizable test engine Written by an IT security expert and experienced author [Axmedis 2008](#) Jaime Delgado,Paolo Nesi,2008 The present book covers topics both on fluvial and lagoon morphodynamics The first part is dedicated to tidal environments Topics include an overview of main morphological features and mechanisms of estuaries and tidal channels and a model devoted to investigate flow field pattern and bed topography in tidal meandering channels and a comparison with recent observational evidence of meanders within different tidal environments The general failure of Bagnold hypothesis when applied to equilibrium bedload transport at even relatively modest transverse slope is demonstrated A new model is then proposed based on an empirical entrainment formulation of bed grains [Marine Engineering Now and in the Future, London, 17-18 July 1989](#) ,1989 [Problem Management 112 Success Secrets - 112 Most Asked Questions on Problem Management - What You Need to Know](#) Phillip Waters,2013-07 There has never been a Problem Management manual like this Problem Management 112 Success Secrets is not about the ins and outs of Problem Management Instead it answers the top 112 questions that we are asked and those we come across in forums our consultancy and education programs It tells you exactly how to deal with those questions with tips that have never before been offered in print This guidebook is also not about Problem Management best practice and standards details Instead it introduces everything you want to know to be successful with Problem Management A quick look inside of the subjects covered SOA and ITIL Planning to implement service management IT infrastructure Benefits Capacity Management Activities The Help Desk Service Desk Understanding ITIL Concepts and Terminology Designing and Planning ITIL Case Study Learning Incident Management ITIL ITIL Service Management Processes can be broken down into 2 Australian Government

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**Index**, 1965 *Cumulative Index of Hospital Literature* Library of the American Hospital Association, Asa S. Bacon Memorial, 1965 **Problem Management Best Practice Handbook** Gerard Blokdijs, Ivanka Menken, 2008-10 Problem Management investigates the underlying cause of incidents and aims to prevent incidents of a similar nature from recurring By removing errors which often requires a structural change to the IT infrastructure in an organization the number of incidents can be reduced over time This book covers every detail including some missed in other books This thorough book provides a clear roadmap to designing implementing and operating Problem Management The author leaves no key process out and completely covers everything from initial concept to measuring support effectiveness and process improvement The book starts with an initial strategy that is focused on planning Problem Management services that are completely aligned to requirements and are based on a mission statement This business oriented approach is refreshing and will keep IT grounded in the real reasons for Problem Management More importantly is the process for careful selection of services to provide An overly ambitious set of service goals will kill a Problem Management implementation early in its life by offering too much before there is a stable Problem Management process in place This book is realistic and lays the foundation for a success implementation The section on the actual design of the Problem Management structure provides insights and information that can be applied to a large number of solutions Since Problem Management will be organized in accordance with requirements and unique mission statements this section of the book is like a catalog of patterns It has excellent tips on how to best structure Problem Management to meet requirements and mission The information on accurately estimating staffing

requirements is consistent with industry best practices and something that believe it or not is often overlooked when Problem Management is established This book gets into the meat by thoroughly covering the processes that are essential to running Problem Management There are many topics that stand out as both unique to books of this genre and reflect best practices by the best run Problem Management initiatives Examples are change control disaster recovery and vendor management These topics show that the author not only considers business alignment but also cross functional alignment within IT Professional resources and underlying technology are provided in detail This book contains an in depth coverage of operational requirements for Problem Management once it has been implemented It hits all of the critical success factors such as performance metrics service level agreements communications and internal evaluations It even has a chapter on marketing which is something that is important but not often done by most Problem Management initiatives This proactive approach to keeping users your customers informed of new services accomplishments and tips is excellent and will go a long way towards attaining high customer satisfaction scores not to mention proving the value of the Problem Management to IT and business management You will find this book to be one of the best for planning and implementing world class Problem Management

**ITIL Small-scale Implementation** Sharon Taylor,Ivor Macfarlane,2006-01-26 Supersedes IT infrastructure practices in small IT units 1995 ISBN 0113306741 The ITIL Process Manual James Persse,2016-01-01 This practical guide is a great solution to address the key problem how to implement ITIL and ISO 20000 when initial training has been completed It supports the basic approaches to the fundamental processes small to medium sized companies will find the concise practical guidance easy to follow and implement It avoids the complex enterprise wide issues which are not required for many organisations Each chapter has the following structure Improvement activities Process inputs and outputs Related processes Tools and techniques Key Performance Indicators Critical Success Factors Process Improvement roles Benefits of effective Process Implementation challenges and considerations Typical assets and artefacts of an Improvement program

Incident Management 97 Success Secrets - 97 Most Asked Questions on Incident Management - What You Need to Know Dorothy Jacobs,2013-07 There has never been a Incident Management manual like this Incident Management 97 Success Secrets is not about the ins and outs of Incident Management Instead it answers the top 97 questions that we are asked and those we come across in forums our consultancy and education programs It tells you exactly how to deal with those questions with tips that have never before been offered in print This guidebook is also not about Incident Management best practice and standards details Instead it introduces everything you want to know to be successful with Incident Management A quick look inside of the subjects covered The activities of Reactive Problem Management ITIL Roadmap IT Service Management and ITIL Working Together Towards Total Customer Satisfaction Incident flow diagram ITIL 3 level The Help Desk Service Desk Integration of Knowledge Management practices ITSM Tool Requirements ISO9000 ITIL Benefits of Incident Management Tool ITIL Service Support Incident Management ITIL ITIL Incident Management Seminars Help Improve

Incident Handling Processes This is especially true for regulated industries seeking ITIL compliance ITIL Help Desk ITIL Case Study Learning ITIL ITIL Service Management Processes can be broken down into 2 What are the main differences between V2 and V3 Your ITIL Foundation Coverage What Is ITIL Change Management Help Desk Glossary ITIL Management Release IT Service Management An Introduction based on ITIL Event Definition ITIL ITIL V3 From Process to Service Life Cycle Microsoft ITIL ITIL Templates the Key to Effective IT Service Management Is ITIL for IT Organisations Only IT Service Management ITSM Capability Assessment Service Level Management Questionnaire ITIL Support Services ITIL Service Support and Processes IT Infrastructure Library ITIL Service Catalog Common features across most Help Desk tools Your ITIL Certification Will Draw Your Career Recognizing the Need for ITIL services ITIL Incident Management Technologies For Customer Satisfaction Getting to Know the Different ITIL processes ITIL Incident Management Request Fulfillment ITIL Based Levels of ITIL Certification Problem Management Roles and Responsibilities Incident Management and Service Desk Roles and Responsibilities ITIL Managers Case Inputs About ITIL Security Management ITIL Customer Relationship Management Specialist Training Australian Government Service Desk and Incident Management ITIL Job Implementing ITIL Incident Management Incident escalation Features of an ITIL sample test ITIL change management table ITIL Entity Modelling System and much more      *The Shortcut Guide to Improving IT Service Support Through ITIL*  
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