

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
Description: 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
Description: 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.		
Output: Problem Ticket is raised		

Act No: 3	Act Name: Categorize Problem	Owner: Problem Coordinator/ Problem Manager
Description: 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 rd party and they are not assigned to the L2-L3 support teams. Such tickets are assigned directly to the 3 rd party vendor. The same categories that are used in incident categorization should be used for problem categorization		
Output: Categorized Problem		

Act No: 4	Act Name: Categorize and Prioritize Problem	Owner: Problem Coordinator/ Problem Manager
Description: 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.		
Output: Prioritized Problem		

Itil Problem Management Policy Document Template

Yijin Wang



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Itil Problem Management Policy Document Template Book Review: Unveiling the Magic of Language

In an electronic era where connections and knowledge reign supreme, the enchanting power of language has been apparent than ever. Its capability to stir emotions, provoke thought, and instigate transformation is really remarkable. This extraordinary book, aptly titled "**Itil Problem Management Policy Document Template**," written by a very acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound impact on our existence. Throughout this critique, we will delve into the book's central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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