

Spectra Problem Management



Framework for diagnosing, documenting, and resolving the underlying cause of a problem

All businesses that rely on information technology (IT) will experience incidents that cause some level of disruption to their operation. Many organizations become expert at dealing with these types of service interruptions and go on to develop extremely competent incident management processes and procedures. Unfortunately, this focus can lead to support organizations concentrating on recovering from incidents, rather than resolving the underlying root causes. This results in recurring incidents that reduce both customer satisfaction and the cost-effectiveness of the support process. By implementing problem management processes at the same time as incident management processes, organizations can identify and resolve the root causes of any significant or recurring incidents, thus reducing the likelihood of recurrence.

In order to achieve this, problem management investigates and analyzes the root causes of incidents and commonly initiates changes to internal processes, procedures, or the infrastructure to resolve the underlying problem or provide a temporary workaround.

Spectra Problem Management implements IT Infrastructure Library's (ITIL) best practices to find Permanent solutions for recurring incidents, Problem Management handle the complete lifecycle by integrating incident and change management to ensure a closed-loop approach. Ultimately, as errors are resolved through the Request for Change (RFC) process, open incidents are updated, and solutions are verified with the customer.

Identifies underlying repetitive causes of incidents



Adopt proactive practices to reduce costs



Apply permanent "fixes"



Manage diagnostic tasks assigned to multiple groups and individuals



Open one or more known



Update Problem

Problem No :	IR800006	Category :	IT Servisler	Status :	Known Error
(*) Assignment Group :	Operasyon Grubu	Sub Category :	Account YSnetim	(*) Urgency :	Medium
Assigned to :	orgunh	Product type :	Email Mesabi	Impact :	High

General | Company | Inventory | Attachments | History | Related Records | Resolution

Operator : ÖZGÜR HANCIŞI | Record Time : 18/12/2006 14:44:14

Form Open Date : 18/12/2006 14:44:12 | Record Duration :

Öğür Hançiri Test Deneme

(*) Description :

Problem = Unknown underlying cause of incident(s)
Known Error = Known underlying cause of incident(s)

The major activities of Problem Management are:

- Problem control
- Error control
- The proactive prevention of Problems
- Identifying trends
- Obtaining management information from Problem Management data
- The completion of major Problem reviews.

Problem control:

Identifying the real underlying causes.

- Problem identification and recording (link to Incident Management)
- Problem classification - in terms of the impact on the business
- Problem investigation and diagnosis (link to all other ITIL processes)
- CLOSE problem before going into error control

Error control:

- Identify and register Known Errors
- Assess Known Errors and identify possible solutions (if necessary!)
- Raise RFC to remove Known Errors affecting the IT infrastructure to prevent any recurrence of Incidents (link to Change Management)

Proactive Problem Management

- Identifying and resolving Problems and Known Errors before Incidents occur.
- Trend analysis
- Targeting of preventive action.

Trend Analysis

Key benefits:

- Improved IT service quality. Spectra Problem Management helps generate a cycle of rapidly increasing IT service quality. High-quality reliable service is good for the business users of IT, and good for the productivity and moral of the IT service providers.
- Incident volume reduction. Problem Management is instrumental in reducing the number of Incidents that interrupt the conduct of business.
- Permanent solutions. There will be a gradual reduction in the number of and impact of Problems and Known Errors (once fixed stays fixed)
- Improved organisational learning. The Problem Management process is based on the concept of learning from past experience. The process provides the historical data to identify trends and the means of preventing failures and of reducing the impact of failures, resulting in improved User productivity.
- Better first-time fix rate at the Service Desk. Problem Management enables a better first time fix rate of Incidents at the Service Desk, achieved via the capture, retention and availability of Incident resolution and Work-around data within a knowledge database available to the Service Desk.

InfraTech develops and sells enterprise software that enables customers worldwide to consolidate their business and manage their IT infrastructure. InfraTech solutions are based on industry best practices including IT infrastructure library (ITIL). InfraTech consolidation model enables IT organization to move from reactive to proactive operating practices, thus maximizing the strategic value of IT. InfraTech is headquartered in Istanbul, Turkey.

ITIL COMPATIBLE Service Delivery
Service Support