ServiceNow
Problem Process

Training
April-May
Agenda

• What you will learn
• What is Problem Management
• Process Overview
• Using the Problem Form
• Working on a Problem
• Closing a Problem
• Known Problems
• Problem Reports
• Alignment Practice Cases
What you will learn

• How to
  - Work with the Problem Form
  - Determine Problem Priority
  - Work with Problem Tasks
  - Create a Known Error
  - Communicate Workarounds
  - Post Knowledge
  - Work with Problem related lists
  - Close a Problem
What is Problem Management?

1. To prevent problems and resulting incidents from happening
2. To eliminate recurring incidents
3. To minimize the impact of incidents that cannot be prevented
Why is Problem Management Important?

1. Stability!
2. Increase end-user satisfaction
3. More efficient usage of resources
4. Better prioritized workloads
5. Increased accountability,
6. Decreased turnaround time for Root Cause Analysis (RCA) Requests
7. Increased Knowledge Management
8. Increased transparency and awareness
## Problem Management Key Concepts

<table>
<thead>
<tr>
<th>Concept</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problem</td>
<td>A Problem is the unknown cause of one or more (potential or occurring) incidents.</td>
</tr>
</tbody>
</table>
| Known Error      | • A problem that has a documented root cause.  
                          • Optimally, determination of the root cause includes the identification of a workaround. |
| Root Cause Analysis | • A Problem which we investigate and document the Root Cause of and provide this information to the requestor. |
| Workaround       | • A temporary solution to a problem.  
                          • Provides the ability to restore service for the customer, potentially through alternative delivery means (e.g. print on a different printer). |
## Reactive vs. Proactive Problem Management

| Reactive Problem Management | • Executed as part of regular operations and triggered through day-to-day operational support  
• Primarily driven by incidents, where trends are identified or where major incidents prompt a root cause analysis (RCA) review to minimize future impacts  
• Goal is to remove recurring incidents and to provide service interruption workarounds prior to problem resolution |
| Proactive Problem Management | • Executed as part of Continual Service Improvement (through proactive data analysis activities) or Service Transition activities (through the identification of acceptable known errors prior to production release of a new or changed service)  
• Primarily driven by events or activities that have yet to cause a service impact (i.e. Incident)  
• Typically introduced as the problem management or other processes mature/evolve (e.g. Release and Deployment Management) |
Assumptions & Observations

• Incidents can exist without problems.
• Problems primarily exist with Incident associations (reactive problem management).
• Incidents do not become problems - incidents are symptoms of a problem.
• Problems do not become changes. A request for change is an output of problem management as a result of solution identification.
• A workaround can be identified prior to a root cause being determined and hence, a known error.
• Workarounds can be identified by the problem resolution team, or others (e.g. customer, help desk etc.)
ServiceNow Overview Screen Navigation

Yale IT Service Management Suite

Welcome to UI 2011

Inspired by customer feedback and modern social tools

Split the screen horizontally or vertically for a combined list and form view

System banner and navigation menu toggle

Create and manage bookmarks
A bookmark is a link to almost anything in the system (you're viewing one now).
Bookmarks are created by dragging a link to the left edge.

Bookmarlable links
- Bookmarks from the navigator
- Bookmarks from lists
- Bookmarks from reports

Keyboard shortcuts
- CTRL + Click: Open a bookmark as a flyout
- CTRL + Right Click: Open a bookmark in a pane
- ALT + B: Toggle the top banner
- ALT + V: Toggle the horizontal split pane
- ALT + N: Toggle the vertical split pane
- ALT + M: Maximize a specific pane

Self Service

News

FAQ
- No items

My Requested Items
- Number
- Item
- Approval
- Quantity
- Stage

My Open Incidents
- Incident
Problem Management Process

Incident Manager

Service Owner

1.0 Problem Detection

3.0 Problem Prioritization & Assignment

Problem Manager / Coordinator(s)

2.0 Problem Logging & Categorization

Problem Analyst (including SMEs)

5.0 Workaround (KMDB) Creations

6.0 Known Error Creation

7.0 Problem Resolution

8.0 Problem Closure

9.0 Major Problem Review

Problem Owner

4.0 Problem Investigation & Diagnosis

Yes

Workaround? Yes

Root Cause Known?

No

Problem Owner

Accountable for the Problem Process and its Evolution/Maturation
### Problem Management Roles

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problem Management Process Owner</td>
<td>• Ensures that all aspects of the problem management process are being executed effectively. The Problem Manager takes a quality assurance rule over problem resolution teams and is responsible for assembling teams effectively.</td>
</tr>
<tr>
<td>Problem Owner</td>
<td>• Assigned a problem and uses the Problem Analysts, Subject Matter Experts and others to help assess and resolve the assigned problem. In some cases, the Problem Owner will also be the Service Owner. The problem record will be assigned to the Problem Owner.</td>
</tr>
<tr>
<td>Problem Manager / Coordinator(s)</td>
<td>• Manages execution of the Problem Management process and coordinates all activities required to respond to problems in compliance with SLAs and SLO's. Receives problem candidates, assesses against criteria and initiates the problem activities and eligible problems.</td>
</tr>
</tbody>
</table>
| Service Owner                 | • Ensures the service is managed with a business focus, the definition of a single point of accountability is absolutely essential to provide the level of attention and focus required for its delivery.  
   • The Service Owner is accountable for Continual improvement and the authorization of changes and improvements to the service and has financial accountability. |
| Problem Analyst (including SMEs) | • As part of the resolution team, these resources come from stakeholders of a service and include but are not limited to the business analysts, technical analysts and Users of a service. Their responsibilities include assessing problems, investigating the root cause and evaluating workaround for effectiveness. The analyst is also responsible for producing the essential documentation.  
   • Subject matter experts may be called upon to provide specific guidance on a problem root cause or work around without actually be a member of the problem resolution team. |
Required Fields
- Problem Requestor
- Source
- Type Level 1(s)
- IT Provider Service
- IT Component Category 1(s)
- Owner versus Assignment
- Short Description -> Knowledge Connection
- Impact
- Priority
- Assignment Group
• Search list – Enter NetID
### Problem Sources

<table>
<thead>
<tr>
<th>Category</th>
<th>Common Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident Management - Tier 1</td>
<td>• Identified by the service desk.</td>
</tr>
<tr>
<td>Incident Management - Tier 2+</td>
<td>• Identified by Tier 2+ resources.</td>
</tr>
<tr>
<td>Continuous Service Improvement</td>
<td>• Determined through service improvement activities.</td>
</tr>
<tr>
<td>Release and Deployment Management</td>
<td>• Acceptable known errors captured during release review.</td>
</tr>
<tr>
<td>Change Management</td>
<td>• The problem is likely related to an unsuccessful change.</td>
</tr>
<tr>
<td>Customer-Reported</td>
<td>• A functional enhancement request.</td>
</tr>
<tr>
<td>Vendor-Identified</td>
<td>• The problem is being managed or was reported by a vendor.</td>
</tr>
<tr>
<td>General Root Cause Request</td>
<td>• Typical problem manager trend analysis activities.</td>
</tr>
<tr>
<td>Problem Management</td>
<td>• The problem is related to a previous or inter-related problem.</td>
</tr>
<tr>
<td>Event Management</td>
<td>• The problem was identified through a non-impacting (i.e. no incident generated) event.</td>
</tr>
<tr>
<td>Other</td>
<td>• The problem was identified through some other means.</td>
</tr>
</tbody>
</table>
• Pull Down List
  – Step 1 Problem Detection
# Problem Types

<table>
<thead>
<tr>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reactive</td>
<td>Trend</td>
<td>Consistent</td>
<td>The problem is based on a clearly identified and recurring associated incidents trend.</td>
</tr>
<tr>
<td>Reactive</td>
<td>Trend</td>
<td>Inconsistent</td>
<td>The problem is based on a trend of associated incidents that is inconsistent but recurring.</td>
</tr>
<tr>
<td>Reactive</td>
<td>One-Time</td>
<td>Authorized</td>
<td>The problem is related to incidents generated from a suspected authorized change.</td>
</tr>
<tr>
<td>Reactive</td>
<td>One-Time</td>
<td>Un-Authorized</td>
<td>The problem is related to incidents generated from a suspected unauthorized change.</td>
</tr>
<tr>
<td>Reactive</td>
<td>One-Time</td>
<td>Major Incident</td>
<td>The problem is related to a major incident where root cause analysis was requested directly or determined to be necessary in the major incident review.</td>
</tr>
<tr>
<td>Reactive</td>
<td>Other</td>
<td></td>
<td>The problem is related to one or more incidents that share some other characteristic(s).</td>
</tr>
<tr>
<td>Proactive</td>
<td>Release Pre-</td>
<td>Authorized</td>
<td>The accepted known error was identified as part of release and deployment review activities. This also includes known errors identified for COTS packages (i.e. release notes).</td>
</tr>
<tr>
<td>Proactive</td>
<td>Deployment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proactive</td>
<td>Event-Driven</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proactive</td>
<td>(Warning)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proactive</td>
<td>Other</td>
<td></td>
<td>The problem has been identified proactively through some other means.</td>
</tr>
</tbody>
</table>
Step 2 Problem Logging Categorization - Proactive or Reactive
• Step 2 Continued
<table>
<thead>
<tr>
<th>Problem Requestor</th>
<th>Problem Category</th>
<th>Problem Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michael Okrent</td>
<td>IT Component Category L1</td>
<td>New</td>
</tr>
</tbody>
</table>

**Notes**

- **Description**: Application Software, Data, Network, Documentation
- **Work Notes**: Support Software, Virtual
- **Workaround**: 
- **Root Cause**: 

**Configuration Item**: ERP (Oracle) Solution

**Asset/Device**: 

**Short Description**: None

**Problem Details**

- **Number**: PRB0041726
- **Source**: Incident Management - Tier
- **Type Level 1**: Reactive
- **Type Level 2**: None
- **Type Level 3**: None
- **Problem Owner**: 
- **Problem Owner Group**: 
- **Problem Owner Group**: 
- **Problem Owner**: 
- **Impact**: 3 - Low
- **Complexity**: -- None --
- **Priority**: 5 - Low
- **Opened**: 2012-03-21 12:26:19
- **Opened by**: Michael Okrent
- **Follow-Up Date**: 
- **Assignment Group**: 
- **Assigned To**: Michael Okrent
- **Watch List**: 
- **Time Worked**: 00:32:29 / 00:32:29

**Related Links**

- None

**IT Component Category L1 Options**

- None

**Select from**

- Application Software
- Data
- Network
- Documentation
- Facility
- Hardware
- Standards
- Support Software
- Virtual

**Save & Exit**
### Problem Details

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number</td>
<td>PRB0040726</td>
</tr>
<tr>
<td>Problem Requestor</td>
<td>Michael Okrent</td>
</tr>
<tr>
<td>Location</td>
<td></td>
</tr>
<tr>
<td>Source</td>
<td>Incident Management - Tier</td>
</tr>
<tr>
<td>Type Level 1</td>
<td>Reactive</td>
</tr>
<tr>
<td>Type Level 2</td>
<td>-- None --</td>
</tr>
<tr>
<td>Type Level 3</td>
<td>-- None --</td>
</tr>
<tr>
<td>IT Provider Service</td>
<td>ERP (Oracle) Solution</td>
</tr>
<tr>
<td>Configuration Item</td>
<td></td>
</tr>
<tr>
<td>Asset/Device</td>
<td></td>
</tr>
<tr>
<td>IT Component Category L1</td>
<td>Application Software</td>
</tr>
<tr>
<td>IT Component Category L2</td>
<td>-- None --</td>
</tr>
<tr>
<td>IT Component Category L3</td>
<td>-- None --</td>
</tr>
<tr>
<td>Short Description</td>
<td>Journal transfer transaction aborts</td>
</tr>
</tbody>
</table>

### Notes

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>Work Notes</td>
<td></td>
</tr>
<tr>
<td>Workaround</td>
<td></td>
</tr>
<tr>
<td>Root Cause</td>
<td></td>
</tr>
</tbody>
</table>

### Problem Status
- **Problem Status:** New
- **Problem Owner Group:**
- **Problem Owner:**
- **Impact:** 3 - Low
- **Complexity:** -- None --
- **Priority:** 5 - Low
- **Opened:** 2012-03-21 12:26:19
- **Opened by:** Michael Okrent
- **Follow-Up Date:**
- **Assignment Group:**
- **Assigned To:** Michael Okrent
- **Watch List:**
- **Time Worked:** 00:36:56 / 00:36:56
Short Description (KB)

- Short Description must be empty to find KB articles
## Problem Prioritization

<table>
<thead>
<tr>
<th>Impact</th>
<th>High</th>
<th>Medium</th>
<th>Low</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Description</td>
<td>The problem is causing a high number of customer impacts, often derived through the volume and priority (e.g. high impact) of associated incidents. In addition, problems that are deemed to be incurring high expense or lost revenue would be considered high impact.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medium</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Description</td>
<td>The problem is causing a medium number of customer impacts, often derived through the volume and priority (e.g. medium impact) of associated incidents. In addition, problems that are deemed to be incurring expenses or potentially lost revenue would be considered medium impact.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Low</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Description</td>
<td>The problem is having a minimal impact on customers, often derived through the volume and priority (e.g. low impact) of associated incidents. No appreciable revenue lost is predicted.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Impact Values

<table>
<thead>
<tr>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>High</td>
<td>The problem is complex due to factors including very high costs and/or significant effort required by IT support staff to diagnose and/or remove the problem.</td>
</tr>
<tr>
<td>Medium</td>
<td>The problem presents some complexity due to a combination of cost and/or requirement to focus a large number of resources (or a select few who are critical) to diagnose and/or remove the problem.</td>
</tr>
<tr>
<td>Low</td>
<td>Acceptable or minimum complexity due to costs and/or resource requirements to diagnose and/or remove the problem.</td>
</tr>
</tbody>
</table>
• Step 3 Prioritization
● **Step 3 Prioritization**
• Step 3 Assignment
Lab - Create a Problem

- **Problem**
  - Create a Problem from an incident using the incident queue
    - In the Incident Section on the left navigation pane, Click on Open
    - Select Incident and click on number in the incident column
    - Hover over incident on the left side of the blue bar at top, click create problem
    - Complete required fields, click Save and Stay on blue bar at top of screen or press Save and Exit

- **Update a Problem**
  - In the Problem Section on the left navigation pane, Click on Open
  - Update Workaround, Root Cause or other fields as required
  - Press Save and Exit
Problem States

- **New**
  - Problem Loged
- **Draft**
  - Problem Accepted by Problem Manager
- **In Progress**
  - Root Cause Determined/Resolved – No Action Take/Deferred
- **Known Error**
  - Change Scheduled/Unresolved/Accepted Known Error
- **Pending**
  - Change Resolved – Root Cause Removed
- **Closed**
## Incident -&gt; Problem -&gt; Change

### Incident Details
- **Incident state:** New
- **Incident:** INC0010894
- **Caller:**
- **Reported By:**
- **Notify:** Send Email
- **Contact type:** Phone
- **Location:**
- **IT Business Service:**
- **Incident Type:** -- None --
- **IT Provider Service:**
- **Asset/Device:**
- **IT Component Category L1:** -- None --
- **IT Component Category L2:** -- None --
- **IT Component Category L3:** -- None --
- **Short description:**

### Problem Details
- **Opened:** 2012-02-27 14:45:48
- **Opened by:** Michael Okrent
- **Impact:** 3 - Low
- **Urgency:** 3 - Low
- **Priority:** 4 - Average
- **Assignment group:**
- **Assigned to:** Michael Okrent
- **Watch list:**
- **Knowledge:**
- **Time worked:** 00:01:14 / 00:01:14

### Related Records
- **Problem:**
- **Parent Incident:**

---

**ITS INFORMATION TECHNOLOGY SERVICES**
The following mandatory fields are not filled in: Resolve Notes, Root Cause, RCA Code, Resolution Code.
Root Cause Analysis Task States

- **Open**
  - RCA Task Assigned to Group
- **Assigned**
  - RCA Task Assigned to Group Individual
- **In Progress**
  - RCA Task Completed
- **Closed**
Case 4 - Escalate an Incident to a Problem

- Michael Okrent calls the service desk with a complaint that his MFD printer is not printing all his jobs.
  - Click Incident in left Navigation Panel, then Click Open
  - Find an Incident with Client = Michael Okrent, Short Description contains Printer
  - Escalate the Incident to a problem.
  - Save and Exit the incident
  - Open the problem, Problem Group is INF Infrastructure, Problem Owner is Louis Tiseo,
  - Create a Root Cause task to investigate the reason for the printer printing intermittently.
  - Suspect that it may be the print server. Since scans work without delay.
  - Assign the task to winsys Ken Hoover to investigate the server
  - Ken reports that the server is missing a required patch that will fix the problem.
  - Create a Change request so that the patch can be installed
Find an Incident like the one below:
Additional Comments (Customer visible):  
Workaround use Printer 431a which is at the other end of the aisle until regular printer issue is determined.

Work Notes:
Was able to print 2 out of 5 documents sent to printer. Issue was able to be duplicated.
On related records click problem search
Complete Required field, click Save&Exit
Problem is associated with Incident
Complete required field as below

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problem Requestor</td>
<td>Dawn Colomese</td>
</tr>
<tr>
<td>Problem Status</td>
<td>Draft</td>
</tr>
<tr>
<td>Problem Owner</td>
<td>INF Data Center Operations</td>
</tr>
<tr>
<td>Problem Owner</td>
<td>Louis Tisso</td>
</tr>
<tr>
<td>Impact</td>
<td>3 - Low</td>
</tr>
<tr>
<td>Complexity</td>
<td>2 - Medium</td>
</tr>
<tr>
<td>Priority</td>
<td>4 - Medium</td>
</tr>
<tr>
<td>Open Date</td>
<td>2012-04-10 22:06:44</td>
</tr>
<tr>
<td>Opened By</td>
<td>Dawn Colomese</td>
</tr>
<tr>
<td>Assigned To</td>
<td>CA Service Desk</td>
</tr>
<tr>
<td>Asset</td>
<td>431b</td>
</tr>
<tr>
<td>IT Provider</td>
<td></td>
</tr>
<tr>
<td>Source</td>
<td>Incident Management - Tier 1</td>
</tr>
<tr>
<td>Type Level 1</td>
<td>Reactive</td>
</tr>
<tr>
<td>Type Level 2</td>
<td>None</td>
</tr>
<tr>
<td>Type Level 3</td>
<td>None</td>
</tr>
<tr>
<td>Short Description</td>
<td>Printer intermittent</td>
</tr>
<tr>
<td>Description</td>
<td>Incident was escalated because remote diagnosis was unable to resolve issue with printer intermittent printing.</td>
</tr>
<tr>
<td>Workaround</td>
<td></td>
</tr>
<tr>
<td>Root Cause</td>
<td></td>
</tr>
</tbody>
</table>

Related Links:
- Communicate Workaround
- Post Knowledge
Scroll to bottom to note related incident
Click Root Cause Task Tab and New

1. **Root Cause Tasks**
2. **New**
3. Problem: PRB0040728
   - State: In Progress
   - Assignment Group: INF Windows Systems
   - Assigned To: Kenneth Hoover
4. Work Notes:
   - Potential RCA to investigate - Physical Connections, Server Configuration, Printer MFD defective
5. Save & Exit
Problem was identified as missing patch on print server. Needs change request for service patch install.
Update Status to Pending Change

1. Problem Status: Pending Change
2. Related Records
   - Caused by Change: 
   - Request for Change: 

Related Links
- Communicate Workaround
- Post Knowledge

Root Cause Tasks
- Configuration Item
- Priority
- State
- Short Description
- Assignment Group
- Assigned To
Click New to create a Change Request.
Complete required fields, save and exit.
Observe Change ID

ServiceNow IT Service Management Suite - Windows Internet Explorer

Updating form with inserted value

Related Links
Communicate Workaround
Post Knowledge

Notes
Description:
Incident was escalated because remote diagnosis was unable to resolve issue with printer intermittent printing.

Work Notes:

Workaround:
Reroute Printers assigned to Server for 431b) to a different server that contains the correct patches

Root Cause:
Print Server for 431b is missing patch 117

Save & Exit

Related Links
Communicate Workaround
Post Knowledge

**Workaround communicated**

New   Draft   In F

ITS INFORMATION TECHNOLOGY SERVICES
- **Create a RCA Task**
  - In the Problem Section on the left navigation pane, Click on Open
  - Scroll to bottom of screen and select the Root Cause Tasks Tab
  - Click the new button
  - Enter the required fields
  - Press Save & Exit on blue bar at top or below Resolve Notes

- **Assign an RCA Task**
  - Select the problem record from open
  - Select the root cause tab at bottom
  - Click on the problem task link to be assigned
  - Select assigned to from dropdown list or begin typing first name space last name
  - Click on person for assignment
  - Press Save & Exit
Reassign an RCA task
- Select the problem record from open
- Select the root cause tab at bottom
- Click on the problem task link to be reassigned
- Select assigned to from dropdown list or begin typing first name space last name
- Click on person for re-assignment
- Hover over problem on the blue bar and click save and stay
- Scroll down to activity tabs at bottom of screen and view the most recent update to the task
- Press Save & Exit

Close an RCA Task
- Select the problem record from open
- Select the root cause tab at bottom
- Click on the problem task link to be closed
- Update the task level resolve notes and change the state dropdown to “Closed” in upper right
- Press Save & Exit
Yale IT Service Management Suite

Welcome: Michael Okrent

Problem

Source: General Root Cause Reason
Type Level 1: Reactive
Type Level 2: One-Time
Type Level 3: -- None --
IT Provider Service: ERP (Oracle) Solution
Configuration Item: 
Asset/Device: 
IT Component Category L1: Documentation
IT Component Category L2: -- None --
IT Component Category L3: -- None --

Short Description: Oracle Forms Problem
Notes: 
Resolution

RCA Code: -- None --
Resolution Code: Brainstorming
Resolve Notes: 

Impact: 3 - Low
Complexity: -- None --
Priority: 5 - Low
Opened: 2012
Opened by: Michael Okrent
Follow-Up Date: 
Assignment Group: ITIL
Assigned To: Michael Okrent
Watch List: 
Time Worked: 01:02
### Problem Closure Codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deferred</td>
<td>The problem was closed without root cause determination (e.g. costs are too high to diagnose, value to remove is too low etc.).</td>
</tr>
<tr>
<td>Accepted Known Error - Workaround Implemented</td>
<td>The problem will not be removed as the workaround is acceptable.</td>
</tr>
<tr>
<td>Accepted Known Error - No Workaround</td>
<td>The problem will not be removed and no workaround exists however the impacts are minimal/acceptable.</td>
</tr>
<tr>
<td>Resolved - No Action Taken</td>
<td>The problem affects stopped and during an accepted monitoring period the problem did not resurface.</td>
</tr>
<tr>
<td>Resolved - Root Cause Removed</td>
<td>The most common closure code, indicating that a change was successfully implemented to remove the problem.</td>
</tr>
<tr>
<td>Unresolved – Rejected</td>
<td>The criteria required to accepted a problem were never met and the problem has been rejected by the problem manager.</td>
</tr>
<tr>
<td>Unresolved – Cost</td>
<td>Used when a feature request has been raised, but the cost of the request is too high to action and acceptable to the business/customer (payer).</td>
</tr>
<tr>
<td>Unresolved - Future Release</td>
<td>The feature request was already defined for a future release. Unresolved problem may be associated to an originating problem for the initial request.</td>
</tr>
<tr>
<td>Cause of Incident</td>
<td>Request for Change</td>
</tr>
<tr>
<td>------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

**Related Links**
- Communicate Workaround
- Post Knowledge
Lab Close and Resolve a problem

- Required fields
- Close a problem
- Resolve a problem
Lab - Known Problems

- Create a Known Error
  - In the Problem Section on the left navigation pane, Click on Open
  - Select and click on appropriate Problem
  - Change the problem Status “Known Error”
  - Hover over Problem in blue bar at top of screen and click Save & Stay
  - Progress bar moves from In Progress to Known Error

- Create a Knowledge Base Article from Problem-Known Error
  - Select an appropriate Known Error Problem Record from the Known Errors in the left navigation menu
  - Scroll down to the related links section and click the Post Knowledge link
  - Hover over Problem in blue bar at top of screen and click Save & Stay
  - Observe that Knowledge Submission Created with number
Resolve a Known Error

- Select and appropriate Known Error Problem Record from the Known Errors in the left navigation menu
- Scroll to the Resolution Tab and select the RCA Code from the dropdown list
- Select the Resolution Code from the dropdown list
- Enter the Resolve Notes
- Click on the Notes Tab and enter the Root Cause Text
- Scroll to top of screen and update Problem Status to either Pending Change or Closed
- Hover over Problem in blue bar at top of screen and click Save & Stay

Notify users with linked incidents of Problem Resolution

- Scroll down to Related Links
- Click on Communicate Workaround
- Observe message at top of screen that “Workaround communicated”
**Problem Number**: PRB0040701

**Problem Requester**: Michael Okrent

**Location**: General Root Cause Resolution

**Type Level 1**: Reactive

**Type Level 2**: None

**Type Level 3**: None

**IT Provider Service**: ERP (Oracle) Solution

**Configuration Item**: 

**Asset/Device**: 

**IT Component Category L1**: Documentation

**IT Component Category L2**: None

**IT Component Category L3**: None

**Short Description**: Problem request

**Notes**: 

**Description**: 

**Work Notes**: 

**Workaround**: 

**Problem Status**: Closed

**Problem Owner Group**: 

**Problem Owner**: 

**Impact**: 3 - Low

**Complexity**: None

**Priority**: 5 - Low

**Opened**: 2012-03-23 12:31:09

**Opened by**: Michael Okrent

**Follow-Up Date**: 

**Assignment Group**: ITIL

**Assigned To**: Michael Okrent

**Watch List**: 

**Time Worked**: 00:10:40 / 00:01:44

**Pending Change**
Known Errors

• To see Known Errors associated with Problems
  – Go to Problem and click All
  – Click on gear at top left of blue bar, Personalize List Columns appears
  – Scroll down list to Known Error, highlight then click add in center
  – Place the column where you want it using the up down buttons, press OK
  – At the Top of the Known Error Column right click to group or sort for true

• To see all Known Errors
  – In box under the your name at top left (type filter text) type known
  – Click on Known Errors for list of all
There will be one Problem Management Process for all of the IT organization. Service Ownership is a critical component to assuring the quality of services provided by IT. The Service Owner must be designated for each service to be managed by the Problem Management process. The Service Owner works to ensure that any Problem that may impact their service is controlled.

Each Problem Analyst who works on a problem will be responsible for updating the Problem record and Problem status on an ongoing basis.

A major Problem is declared when the degree of impact on the user community is high and the complexity is low (Priority 1). This is based on the normal Priority Table taking impact and complexity into account. The Major Problem procedure will be followed for these problems.

When the root cause of a Problem is identified the Problem status will be changed into a Known Error (KE). KE information (including a workaround or Quick Fix) will be made available for the Incident Management Process.
Each Problem will be assigned a Priority based on complexity and urgency. The impact of a Problem describes how broadly the Problem will be realized. Complexity represents the effort required (cost, resourcing etc.) to diagnosis and resolve.

Each Problem will be assigned a Category using the same classification system used by Incident and Change Management.

Problem investigations will determine the Root Cause and Configuration Item (CI) at fault.

The Problem Management process will identify the single best solution to the Known Error based on business requirements.

The Problem Manager will receive sufficient resources to perform the task of administrating the process of Problem Management. Resource requirements will be based on the scope of the problem. Resources from the business and technical analyst teams will be required. Problem teams may have the need to call on Users to help identify root causes. The business service owner will be responsible for arranging User support of problem teams.

After executing a successful Change resulting in the removal of a Known Error, that Change and that Problem will be evaluated for a period of time. This is to ensure that the Known Error has been permanently removed.