

ServiceNow Problem Process

Training
April-May

- 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

- 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

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

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	<ul style="list-style-type: none">• A Problem is the unknown cause of one or more (potential or occurring) incidents.
Known Error	<ul style="list-style-type: none">• A problem that has a documented root cause.• Optimally, determination of the root cause includes the identification of a workaround.
Root Cause Analysis	<ul style="list-style-type: none">• A Problem which we investigate and document the Root Cause of and provide this information to the requestor.
Workaround	<ul style="list-style-type: none">• 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 Yale

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)

- 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

ServiceNow IT Service Management Suite - Windows Internet Explorer

https://yaletraining.service-now.com/navpage.do

File Edit View Favorites Tools Help

Share Browser WebEx Convert Select Google Search More 0

Favorites SNCWiki ITS050A - ServiceNow Pha... PMI Monthly DEP HP Quality Center 10 ServiceNow Training Insta... ServiceNow Demo lynda.com software traini...

YaleInfo: The Yale Univ... Log on to the Blackbo... Home - ITS050A - Serv... ServiceNow IT Servi... Pandora Radio - Listen...

Yale IT Service Management Suite

Welcome: Audrey Bribiescas

Logout

Switch to the old UI

Bookmark and pane-based UI help

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.

Bookmarkable links

- Modules from the navigator
- Breadcrumbs from lists
- Links from lists
- Reports

Keyboard shortcuts

- CTRL + Click Open a bookmark as a flyout
- SHIFT + Click Open a bookmark in a pane
- ALT + B Toggle the top banner
- ALT + H Toggle the horizontal split pane
- ALT + V Toggle the vertical split pane
- ALT + N Toggle the left navigator
- ALT + M Maximize a specific pane

Self Service

Refresh: Off

Advanced search

News

Windows XP How-To: Manage Your Computer's Security 2011-05-19

Quick Links

- Company policies
- Company portal

FAQ

No items

My Requested Items

Number	Item	Approval	Quantity	Stage
--------	------	----------	----------	-------

My Open Incidents

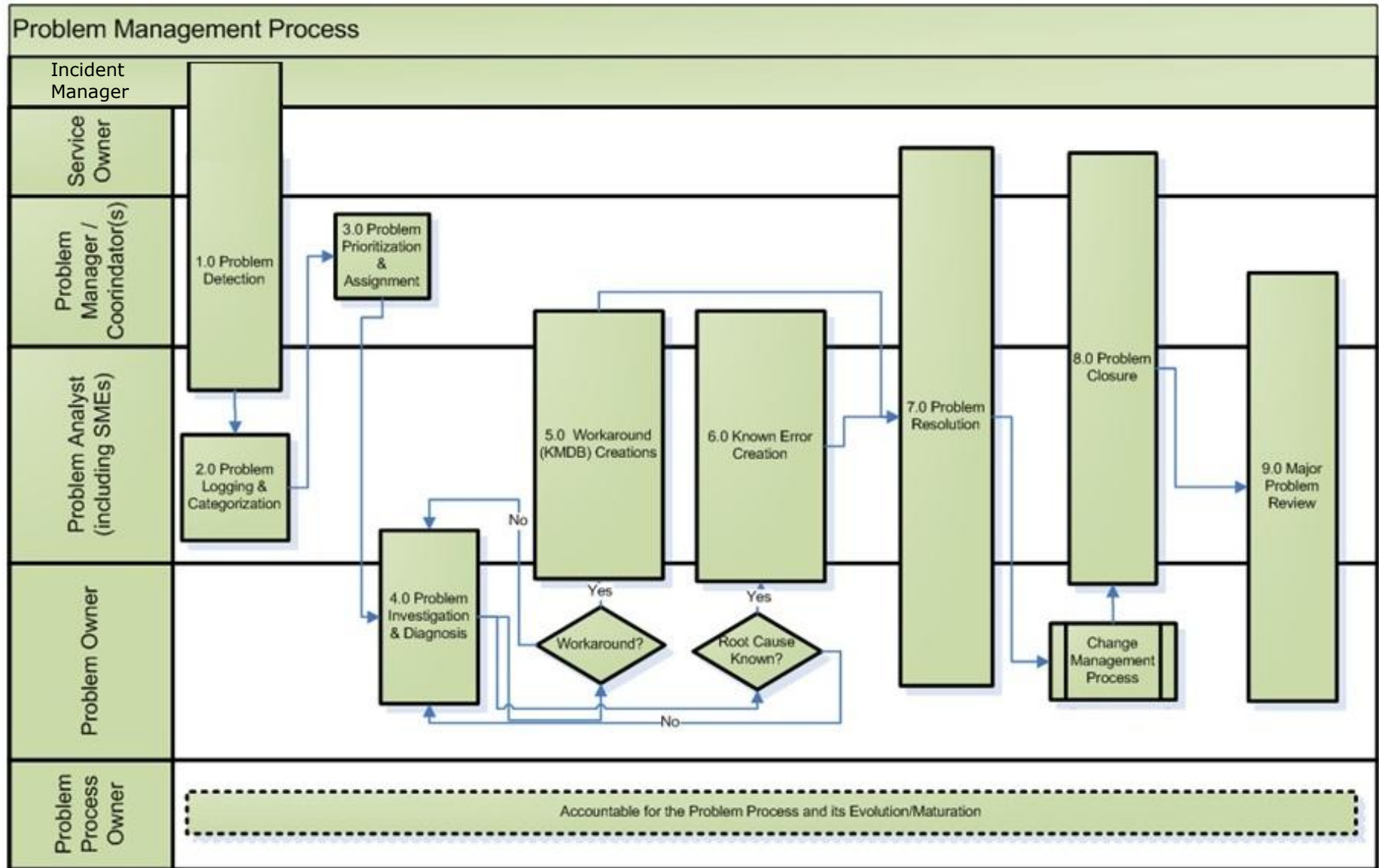
Incident

Internet | Protected Mode: On

100%

Process Overview – Flow Chart

Yale



Role	Description
Problem Management Process Owner	<ul style="list-style-type: none">Ensures that all aspects of the problem management process are being executed effectively. The Problem Manager takes a quality assurance role over problem resolution teams and is responsible for assembling teams effectively.
Problem Owner	<ul style="list-style-type: none">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.
Problem Manager / Coordinator(s)	<ul style="list-style-type: none">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.
Service Owner	<ul style="list-style-type: none">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)	<ul style="list-style-type: none">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.

I 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

Problem Requestor

- Search list – Enter NetID

The screenshot displays the ServiceNow IT Service Management Suite interface. The main window shows the 'Problem' form with fields for 'Number' (PRB0040692), 'Problem Status' (New), and 'Problem Owner Group'. A search for 'Problem Requestor' is initiated, opening a 'Users' list window. This window shows a table of users with columns for Net ID, Name, First name, Last name, and Email. The table lists various users, including Diviya, Amy Aaland, Hayden Aalvik, Allister Aaron, Michael Aaronian, Stephanie Aaronson, Nicole Aaronson, Sumaira Aasi, Silvia Abad Merino, Daniel Abadi, Aaron Abajian, Alexandra Abarca, Nadia Abascal, Diana Abate, Riccardo Abate, Hamara Abate, Stephen Abate, Heather Abati, and Nausheen Abbas. The interface includes a left sidebar with navigation options like 'Self-Service', 'Service Desk', 'Incident', and 'Problem'. The top of the browser window shows the URL 'https://yaletraining.service-now.com/navpage.do' and the 'Yale IT Service Management Suite' header.

Yale IT Service Management Suite

Welcome: Michael Okrent

Logout

Problem = Required field

New Draft In Progress Known Error Pending Change Closed

Number: PRB0040692 Problem Status: New

Problem Requestor: Problem Owner Group:

Users Go to Last name 1 to 50 of 40384

Net ID	Name	First name	Last name	Email
middev01				
midpilotwin				
dx24	Diviya .	Diviya .		diviya@yale.edu
tier1	Tier 1	Tier 1		
tier2	Tier 2	Tier 2		
ala26	Amy Aaland	Amy	Aaland	amy.aaland@yale.edu
hra7	Hayden Aalvik	Hayden	Aalvik	hayden.aalvik@yale.edu
ara37	Allister Aaron	Allister	Aaron	allister.aaron@yale.edu
mka2	Michael Aaronian	Michael	Aaronian	michael.aaronian@yale.edu
sa525	Stephanie Aaronson	Stephanie	Aaronson	stephanie.aaronson@yale.edu
nla5	Nicole Aaronson	Nicole	Aaronson	nicole.aaronson@yale.edu
sa282	Sumaira Aasi	Sumaira	Aasi	sumaira.aasi@yale.edu
sa544	Silvia Abad Merino	Silvia	Abad Merino	silvia.abadmerino@yale.edu
dja2	Daniel Abadi	Daniel	Abadi	daniel.abadi@yale.edu
aca46	Aaron Abajian	Aaron	Abajian	aaron.abajian@yale.edu
ama26	Alexandra Abarca	Alexandra	Abarca	alexandra.abarca@yale.edu
nca9	Nadia Abascal	Nadia	Abascal	nadia.abascal@yale.edu
da299	Diana Abate	Diana	Abate	diana.abate@yale.edu
abatera	Riccardo Abate	Riccardo	Abate	
hta3	Hamara Abate	Hamara	Abate	hamara.abate@yale.edu
sja2	Stephen Abate	Stephen	Abate	stephen.abate@yale.edu
ha42	Heather Abati	Heather	Abati	heather.abati@yale.edu
na255	Nausheen Abbas	Nausheen	Abbas	nausheen.abbas@yale.edu

Internet | Protected Mode: On

Problem Sources

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

- Pull Down List
 - Step 1 Problem Detection

The screenshot displays the 'Yale IT Service Management Suite' interface. The top navigation bar includes a 'Welcome: Michael Okrent' message, a 'Logout' button, and a 'Switch to the old UI' link. A left sidebar contains a 'Type filter text' input and a list of navigation items: Self-Service, Service Desk, Incident, Problem, Create New, Assigned to me, Known Errors, Open, Pending, All, Overview, Change, Configuration, Service Catalog, Reports, and BSM Map. The main content area is titled 'Problem' and features a 'Required field' label. It includes a 'Save & Exit' button and a 'Draft' status indicator. The form is divided into two columns. The left column contains fields for 'Number' (PRB0040726), 'Problem Requestor' (Michael Okrent), 'Location', 'Source' (a dropdown menu with options like '-- None --', Change Management, Continuous Service Improvement, Customer-Reported, General Root Cause Request, Incident Management - Tier 1, Incident Management - Tier 2, Event Management, Problem Management, Release and Deployment Man, Vendor-Identified, Legacy System, and Other), 'Type Level 1', 'Type Level 2', 'Type Level 3', 'IT Provider Service', 'Configuration Item', 'Asset/Device', 'IT Component Category L1', 'IT Component Category L2', and 'IT Component Category L3'. The right column contains fields for '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', and 'Time Worked' (00:14:18 / 00:14:18). Below the form is a 'Short Description' field and a 'Notes' section with tabs for 'Notes', 'Resolution', 'Related Records', and 'QA'. The 'Notes' tab is active, showing a 'Description' field and several 'Work Notes' and 'Workaround' fields. A 'Save & Exit' button is located at the bottom of the form. The bottom status bar shows 'Done', 'Internet | Protected Mode: On', and a '100%' zoom level.

Problem Types

Level 1	Level 2	Level 3	Descriptions
Reactive	Trend	Consistent	The problem is based on a clearly identified and recurring associated incidents trend.
Reactive	Trend	Inconsistent	The problem is based on a trend of associated incidents that is inconsistent but recurring.
Reactive	One-Time	Authorized Change	The problem is related to incidents generated from a suspected authorized change.
Reactive	One-Time	Un-Authorized Change	The problem is related to incidents generated from a suspected unauthorized change.
Reactive	One-Time	Major Incident	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.
Reactive	Other		The problem is related to one or more incidents that share some other characteristic(s).
Proactive	Release Pre-Deployment Known Error		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).
Proactive	Event-Driven (Warning)		The problem is related to event monitoring warnings where the service has not yet been impacted from a customer's perspective.
Proactive	Other		The problem has been identified proactively through some other means.

- Step 2 Problem Logging Categorization - Proactive or Reactive

Yale IT Service Management Suite

Welcome: Michael Okrent

Switch to the old UI

Logout

Type filter text

Self-Service

Service Desk

Incident

Problem

Create New

Assigned to me

Known Errors

Open

Pending

All

Overview

Change

Configuration

Service Catalog

Reports

BSM Map

Problem = Required field

Save & Exit

New Draft In Progress Known Error Pending Change Closed

Number: PRB0040726

Problem Requestor: Michael Okrent

Location:

Source: Incident Management - Tier

Type Level 1: -- None --

Type Level 2: -- None --

Type Level 3: Proactive

IT Provider Service:

Configuration Item:

Asset/Device:

IT Component Category L1: -- None --

IT Component Category L2: -- None --

IT Component Category L3: -- None --

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: 00:22:48 / 00:22:48

Short Description:

Notes Resolution Related Records QA

Notes

Description:

Work Notes:

Workaround:

Root Cause:

Save & Exit

Related Links

- Step 2 Continued

The screenshot displays the Yale IT Service Management Suite interface. The main window shows a 'Problem' record for PRB0040726, created by Michael Okrent. The problem is in the 'New' state. The left sidebar contains a navigation menu with options like 'Self-Service', 'Service Desk', 'Incident', 'Problem', 'Create New', 'Assigned to me', 'Known Errors', 'Open', 'Pending', 'All', 'Overview', 'Change', 'Configuration', 'Service Catalog', 'Reports', and 'BSM Map'. The right sidebar shows a 'Switch to the old UI' button and a 'Logout' button. The main content area displays the problem details, including the problem number, requester, location, source, type levels, and provider service. A 'Save & Exit' button is visible in the top right corner of the problem form.

Problem Details:

- Number: PRB0040726
- Problem Requestor: Michael Okrent
- Location:
- Source: Incident Management - Tier
- Type Level 1: Reactive
- Type Level 2: -- None --
- Type Level 3: -- None --
- IT Provider Service:
- 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

IT Provider Services List:

Name	Manufacturer
Active Directory	(empty)
Alternate Central Authentication Service (ACAS)	(empty)
Automated Call Distribution (ACD)	(empty)
Banner Solution	(empty)
BMS (AS400) Solution	(empty)
BMS Web Solution	(empty)
CATV Service	(empty)
Central Authentication Service (CAS)	(empty)
Classes V2 Solution	(empty)
Classroom Support	(empty)
Content Management Service	(empty)
Data Warehouse Solution	(empty)
ERP (Oracle) Solution	(empty)
External Cloud Hosting	(empty)
FAMIS Solution	(empty)
High Performance Computing Solution	(empty)
IDX Solution	(empty)
iExpense Solution	(empty)
InfoEd Solution	(empty)
Information Security	(empty)

IT Component Category L1

Yale IT Service Management Suite

Welcome: Michael Okrent

Logout

Switch to the old UI

Self-Service

Service Desk

Incident

Problem

Create New

Assigned to me

Known Errors

Open

Pending

All

Overview

Change

Configuration

Service Catalog

Reports

BSM Map

Problem = Required field

Save & Exit

New Draft In Progress Known Error Pending Change Closed

Number: PRB0040726

Problem Requestor: Michael Okrent

Location:

Source: Incident Management - Tier

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: -- None --

IT Component Category L2: -- None --

IT Component Category L3: Application Software

Short Description:

Notes

Resolution

Release

Notes

Description: ABC

Work Notes: ABC

Workaround: ABC

Root Cause: ABC

Save & Exit

Related Links

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: 00:32:29 / 00:32:29

Short Description

Yale

IT Service Management Suite

Switch to the old UI

Search

Welcome: Michael Okrent

Logout

Home

Print

Help

Type filter text

Self-Service

Service Desk

Incident

Problem

Create New

Assigned to me

Known Errors

Open

Pending

All

Overview

Change

Configuration

Service Catalog

Reports

BSM Map

Problem

= Required field

Save & Exit

Print

Help

New

Draft

In Progress

Known Error

Pending Change

Closed

Number:

PRB0040726

Problem Requestor:

Michael Okrent

Location:

Source:

Incident Management - Tier

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:

Application Software

IT Component Category L2:

-- None --

IT Component Category L3:

-- None --

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:

Journal transfer transaction aborts

Notes

Resolution

Related Records

QA

Notes

Description:

Work Notes:

Workaround:

Root Cause:

Save & Exit

Related Links

Internet | Protected Mode: On

100%

- Short Description must be empty to find KB articles

The screenshot displays the Yale IT Service Management Suite interface. The main window shows a 'Problem' form with various fields for creating a new issue. A secondary window, titled 'ServiceNow IT Service Management Suite - Windows Internet Explorer', is open in the foreground, showing 'Knowledge search results' for the query 'Remote Desktop Protocol - RDP blocked, requires Yale VPN via access.yale.edu'. The search results list several knowledge base articles, including 'KB0010140', 'KB0000020', 'KB0010022', and 'KB0010005', each with a brief description and publication/modification dates.

Yale IT Service Management Suite

Welcome: Michael Okrent

Switch to the old UI

Logout

Type filter text

Self-Service

Service Desk

Incident

Problem

Create New

Assigned to me

Known Errors

Open

Pending

All

Overview

Change

Configuration

Service Catalog

Reports

BSM Map

Problem = Required field

New Draft In Progress Known Error Pending Change Closed

Number: PRB0040726

Problem Requestor: Michael Okrent

Location:

Source: Incident Management - Tier

Type Level 1: Reactive

Type Level 2: -- None --

Type Level 3: -- None --

IT Provider Service: ERP (Oracle)

Configuration Item:

Asset/Device:

IT Component Category L1: Application

IT Component Category L2: -- None --

IT Component Category L3: -- None --

Short Description:

Notes Resolution Related Records

Notes

Description:

Work Notes:

Workaround:

Root Cause:

Save & Exit

Related Links

ServiceNow IT Service Management Suite - Windows Internet Explorer

https://yaletest.service-now.com/kb_find.do?sysparm_search=&sysparm_nameofstack=kbpop&sysparm_kb_search_t

Advanced search

Knowledge search results

Sort by Number of Views

1 to 20 of 26

[Remote Desktop Protocol - RDP blocked, requires Yale VPN via access.yale.edu](#)

Symptoms Unable to use RDP to access Yale computer. Cause RDP functionality changing because of security issues. Resolution To use RDP, you must use the Yale VPN at https://access.yale.edu

KB0010140 Published: 2012-03-18 Last modified: 2012-03-20

[New Corporate Travel Policy](#)

KB0000020 Published: 2009-12-24 Last modified: 2009-12-31

[SAML 2 Single Signon Configuration for Salesforce instances](#)

Login as Administrator Setup (under your username) -> Security Controls (Left Nav under Administrative Setup) -> Single Sign-on Settings Click the edit button, then check the SAML enabled box. Enter the following information: Option Value SAML Version 2.0 Identity Provider Certificate ...

KB0010022 Published: 2012-02-15 Last modified: 2012-02-17

[VPN Anyconnect Setup](#)

VPN AnyConnect Setup Obtain a d_netid from Paul Thorne and your manager. This id is your regular netid with 'd_' prefixed. Once you obtain a password, you will need to log off your desktop and log back in with your new d_netid in order to change the password. This is done only once. Download and install ASA VPN...

KB0010005 Published: 2011-12-06 Last modified: 2011-12-06

Internet | Protected Mode: On

100%

Impact	High	3	2	1
	Medium	4	3	2
	Low	5	4	3
		High	Medium	Low
		Complexity		

Impact Values	
Value	Description
High	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.
Medium	The problem is causing a some 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.
Low	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.

Complexity Values	
Value	Description
High	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.
Medium	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.
Low	Acceptable or minimum complexity due to costs and/or resource requirements to diagnose and/or remove the problem.

- Step 3 Prioritization

Yale IT Service Management Suite

Welcome: Michael Okrent

Switch to the old UI

Logout

Type filter text

Self-Service

Service Desk

Incident

Problem

Create New

Assigned to me

Known Errors

Open

Pending

All

Overview

Change

Configuration

Service Catalog

Reports

BSM Map

Problem - Required field

Save & Exit

New Draft In Progress Known Error Pending Change Closed

Number: PRB0040726

Problem Requestor: Michael Okrent

Location:

Source: Incident Management - Tie

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: Application Software

IT Component Category L2: -- None --

IT Component Category L3: -- None --

Problem Status: New

Problem Owner Group:

Problem Owner:

Impact: 3 - Low

Complexity: 1 - High 2 - Medium 3 - Low

Priority: 3 - 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: 00:43:16 / 00:43:16

Short Description: Journal Transfer Transaction Aborts

Notes Resolution Related Records QA

Notes

Description:

Work Notes:

Workaround:

Root Cause:

Save & Exit

Related Links

Done

Internet | Protected Mode: On

100%

• Step 3 Prioritization

Yale IT Service Management Suite

Welcome: Michael Okrent

Switch to the old UI

Logout

Type filter text

Self-Service

Service Desk

Incident

Problem

Create New

Assigned to me

Known Errors

Open

Pending

All

Overview

Change

Configuration

Service Catalog

Reports

BSM Map

Problem - Required field

Save & Exit

New Draft In Progress Known Error Pending Change Closed

Number: PRB0040726

Problem Requestor: Michael Okrent

Location:

Source: Incident Management - Tier

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: Application Software

IT Component Category L2: -- None --

IT Component Category L3: -- None --

Problem Status: New

Problem Owner Group:

Problem Owner:

Impact: 3 - Low

Complexity: -- None --

Priority: 5 - Low

Opened: -- None --

Opened by: 1 - Major

Follow-Up Date: 2 - Critical

Assignment Group: 3 - High

Assigned To: Michael Okrent

Watch List:

Time Worked: 00:44:28 / 00:44:28

Short Description: Journal Transfer Transaction Aborts

Notes Resolution Related Records QA

Notes

Description:

Work Notes:

Workaround:

Root Cause:

Save & Exit

Related Links

Done

Internet | Protected Mode: On

100%

- Step 3 Assignment

Yale IT Service Management Suite Switch to the old UI Logout

Welcome: Michael Okrent

Type filter text

- Self-Service
- Service Desk
- Incident
- Problem
- Create New
- Assigned to me
- Known Errors
- Open
- Pending
- All
- Overview
- Change
- Configuration
- Service Catalog
- Reports
- BSM Map

Problem Required field Save & Exit

New Draft In Progress Known Error Pending Change Closed

Number: PRB0040693
Problem Requestor: Michael Okrent
Location:
Source: Incident Management -
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: Application Software
IT Component Category L2: -- None --
IT Component Category L3: -- None --
Short Description: Journal Transfer Transaction Aborts

Problem Status: New
Problem Owner Group:
Problem Owner:
Impact: 2 - Medium
Complexity: -- None --
Priority: 4 - Average
Opened: 2012-03-21 13:19:34
Opened by: Michael Okrent
Follow-Up Date:
Assignment Group:

- Facilities Systems
- Facilities Systems -
- FAMIS
- Film Study Center
- Finance Systems
- Financial Planning and Systems
- Fruition Partners

Assigned To:
Watch List:
Time Worked:

Notes Resolution Related Records QA

Description:
Work Notes:
Workaround:
Root Cause:

Save & Exit

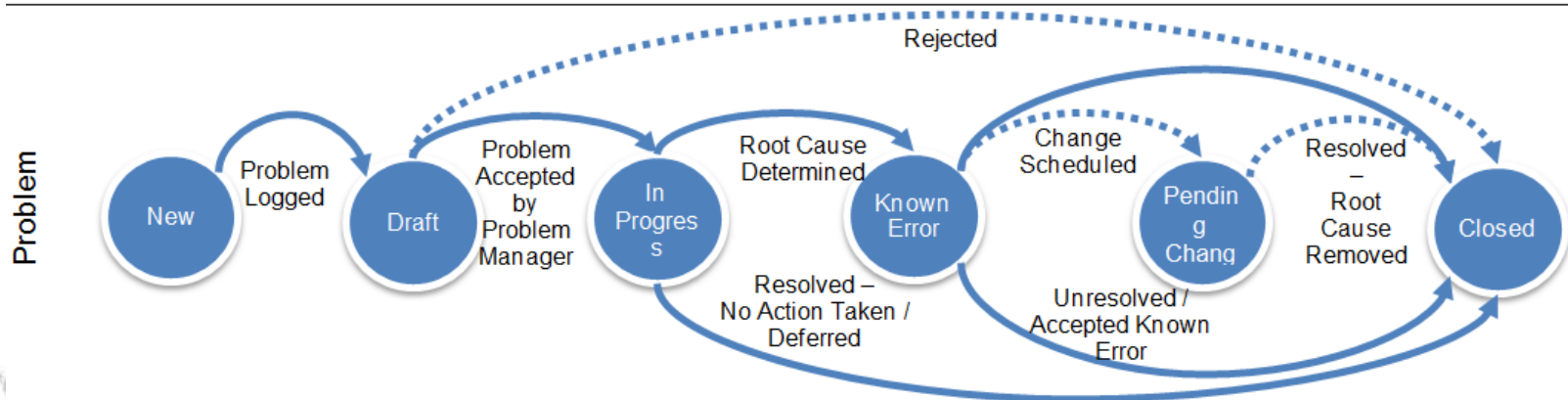
Related Links

Done Internet | Protected Mode: On 100%

- 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

- New
 - Problem Logged
- 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 -> Problem -> Change

Yale

Incident

= Required field

Save & Exit

Assign to me

Duplicate Incident

Resolve Incident

Incident state:	New	Opened:	2012-02-27 14:45:48
Incident:	INC0010894	Opened by:	Michael Okrent
Caller:		Impact:	3 - Low
Reported By:		Urgency:	3 - Low
Notify:	Send Email	Priority:	4 - Average
Contact type:	Phone	Assignment group:	
Location:		Assigned to:	Michael Okrent
IT Business Service:		Watch list:	
Incident Type:	-- None --	Knowledge:	
IT Provider Service:		Time worked:	00:01:14 / 00 : 01 : 14
Asset/Device:			
IT Component Category L1:	-- None --		
IT Component Category L2:	-- None --		
IT Component Category L3:	-- None --		
Short description:			

Notes

Related Records

Resolve Information

QA

Security

Related Records

Problem:		Change Request:	
Parent Incident:		KB Article:	

Save & Exit

Assign to me

Duplicate Incident

Resolve Incident

Working on a Problem

Yale

The screenshot displays the Yale IT Service Management Suite interface. At the top, the header includes the Yale logo, the text "IT Service Management Suite", a "Switch to the old UI" link, and a search icon. Below the header, a navigation bar shows "Welcome: Michael Okrent" and an "Update Set: Default" dropdown. The main content area is divided into a left sidebar with a menu, a central form, and a right sidebar with metadata.

Left Sidebar Menu:

- Save & Stay
- Close Incidents
- Close Problem
- Create Change
- Personalize
- Templates
- Export
- View
- Assign Label
- Copy URL
- Copy sys_id
- Show XML
- History
- Reload form
- IT Component Category L1: Documentation
- IT Component Category L2: -- None --
- IT Component Category L3: -- None --
- Short Description: Oracle Forms Problem
- Notes
- Resolution
- Related Records
- QA

Central Form:

The form is titled "red field" and has a status bar at the top with tabs: Draft, In Progress, Known Error, Pending Change (highlighted in green), and Closed. The form contains the following fields:

- Problem ID: PRB0040700
- Problem Owner: Michael Okrent
- General Root Cause Re: General Root Cause Re
- Reactive: Reactive
- One-Time: One-Time
- None --: -- None --
- ERP (Oracle) Solution: ERP (Oracle) Solution
- Documentation: Documentation
- None --: -- None --
- None --: -- None --
- Short Description: Oracle Forms Problem

Right Sidebar Metadata:

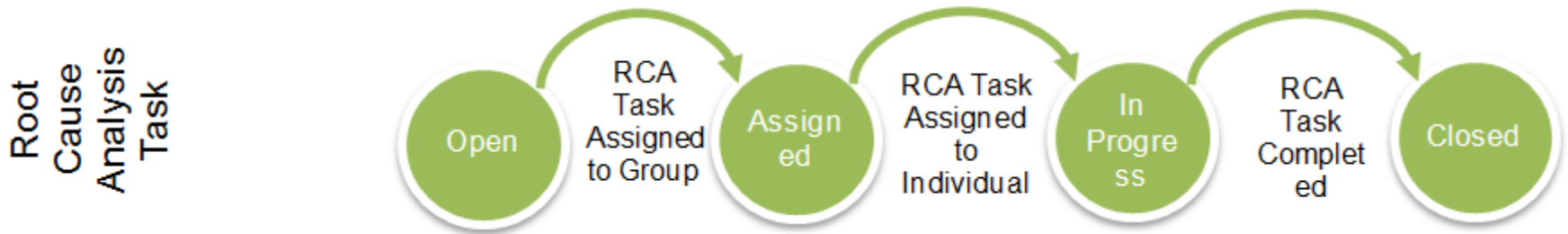
- Problem Status: Closed
- Problem Owner Group:
- Problem Owner:
- Impact: 3 - Low
- Complexity: -- None --
- Priority: 5 - Low
- Created: 13-23 10:35:31
- Created By: el Okrent
- Last Modified: el Okrent
- Last Modified By: el Okrent
- Time: 12 / 00 : 00 : 13

Message from webpage:

The following mandatory fields are not filled in: Resolve Notes, Root Cause, RCA Code, Resolution Code

OK

- **Open**
 - RCA Task Assigned to Group
- **Assigned**
 - RCA Task Assigned to Group Individual
- **In Progress**
 - RCA Task Completed
- **Closed**



- 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:

Yale

ServiceNow IT Service Management Suite - Windows Internet Explorer

https://yaletraining.service-now.com/navpage.do

File Edit View Favorites Tools Help

Share Browser WebEx Convert Select Google Search More

ServiceNow IT Service Management Suite

Welcome: Michael Okrent

Update Set: Default Logout

Type filter text

Self-Service

Service Desk

Incident

Create New

Assigned to me

Assigned to My Group

Open

Open Unassigned

Resolved

Closed

All

Overview

Critical Incidents Map

Problem

Change

Configuration

Discovery

Discovery Definition

Service Catalog

Knowledge Base

Asset Portfolio

Asset Contracts

Reports

BSM Map

Incidents

New

Go to Incident

All > Active = true

Run Save...

Client is Michael Okrent

and Short Description starts with printer

Run

Incident	Client	Short Description	Category	IT Component Category L1	Priority	Incident State	Assignment Group
INC0011726	Trude Storelmo	New standard laptop install needed for Trude Storelmo			5 - Low	In Progress	CTS Service Desk
INC0011724	Michael Okrent	Printer Intermittent		Hardware	5 - Low	In Progress	CTS Service Desk
INC0011723	Michael Okrent	Printer Intermittent		Hardware	5 - Low	In Progress	CTS Service Desk
INC0011722	Michael Okrent	Printer Intermittent		Hardware	5 - Low	In Progress	CTS Service Desk
INC0011721	Michael Okrent	Printer Intermittent		Hardware	5 - Low	In Progress	CTS Service Desk
INC0011720	Michael Okrent	Printer Intermittent		Hardware	5 - Low	In Progress	CTS Service Desk
INC0011719	Michael Okrent	Printer Intermittent		Hardware	5 - Low	In Progress	CTS Service Desk
INC0011718	Michael Okrent	Printer Intermittent		Hardware	5 - Low	In Progress	CTS Service Desk
INC0011717	Michael Okrent	Printer Intermittent		Hardware	5 - Low	In Progress	CTS Service Desk
INC0011716	Michael Okrent	Printer Intermittent		Hardware	5 - Low	In Progress	CTS Service Desk
INC0011715	Michael Okrent	Printer Intermittent		Hardware	5 - Low	In Progress	CTS Service Desk
INC0011714	Michael Okrent	Printer Intermittent		Hardware	5 - Low	In Progress	CTS Service Desk
INC0011713	Michael Okrent	Printer Intermittent		Hardware	5 - Low	In Progress	CTS Service Desk
INC0011712	Michael Okrent	Printer Intermittent		Hardware	5 - Low	In Progress	CTS Service Desk
INC0011711	Michael Okrent	Printer Intermittent		Hardware	5 - Low	In Progress	CTS Service Desk
INC0011710	Michael Okrent	Printer Intermittent		Hardware	5 - Low	In Progress	CTS Service Desk

Internet | Protected Mode: On

9:52 PM 4/10/2012

Complete the text below

Yale

Yale IT Service Management Suite

Welcome: Michael Okrent

Update Set: Default

Logout

Type filter text

Self-Service

Service Desk

Incident

Create New

Assigned to me

Assigned to My Group

Open

Open - Unassigned

Resolved

Closed

All

Overview

Critical Incidents Map

Problem

Change

Configuration

Discovery

Discovery Definition

Service Catalog

Knowledge Base

Asset Portfolio

Asset Contracts

Reports

BSM Map

Content Management

ECC

Homepage Admin

Integration - Microsoft SMS/SCCM

Metrics

MID Server

SAML 2 Single Sign-on

Incident - Required field

Save & Exit

Assign to me

Mark as Duplicate

New

Assigned

In Progress

On Hold

Resolved

Closed

Incident State: Assigned

Incident: INC0011690

Client: Michael Okrent

Contact:

Notify: Email

Contact Type: Phone

Location: 25 SP 447B

IT Business Service: Personal Productivity

Incident Type: Service Interruption

IT Provider Service: Personal Computing

IT Component Category L1: Hardware

IT Component Category L2: Network Printer (MFD)

IT Component Category L3: -- None --

Short Description: Printer Intermittent

Opened: 2012-04-10 20:59:08

Opened by: Dawn Colonese

Impact: 3 - Low

Urgency: 3 - Low

Priority: 5 - Low

Assignment Group: CTS Service Desk

Assigned To: Dawn Colonese

Watch List:

Knowledge:

Time Worked: 00:05:22 / 00:05:22

Notes

Related Records

Resolve Information

QA

Description:

Printer 431b is printing intermittently.

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.

Save & Exit

Assign to me

Mark as Duplicate

Done

Internet | Protected Mode: On

100%

On related records click problem search

Yale

The screenshot displays the ServiceNow IT Service Management Suite interface in a Windows Internet Explorer browser. The main window shows an incident record for 'Michael Okrent' with the state 'Assigned'. The incident details include 'Incident: INC0011690', 'Client: Michael Okrent', 'Contact: Michael Okrent', 'Notify: Email', 'Contact Type: Phone', 'Location: 25 SP 447B', 'IT Business Service: Personal Productivity', 'Incident Type: Service Interruption', 'IT Provider Service: Personal Computing', 'IT Component Category L1: Hardware', 'IT Component Category L2: Network Printer (MFD)', 'IT Component Category L3: -- None --', and 'Short Description: Printer Intermittent'. The incident is assigned to 'Dawn Colonese' with a priority of '3 - Low' and an urgency of '3 - Low'. The time worked is 00:16:41 / 00:06:38.

Below the incident details, the 'Related Records' tab is selected. It shows a list of related problems. The first problem is highlighted with a red box and the number '1'. The second problem is highlighted with a red box and the number '2'. The 'New' button is also highlighted with a red box and the number '2'.

The 'Related Records' list shows the following data:

Problem	Short Description
PRB0040726	IRES application is having performance issues
PRB0040724	outage in Seabury Hall
PRB0040720	ERP
PRB0040718	test

Complete Required field, click Save&Exit

Yale

The screenshot displays the ServiceNow IT Service Management Suite interface. The main window shows an Incident record with the state 'Assigned'. The incident details include: Incident: INC0011690, Client: Michael Okrent, Contact: Michael Okrent, Notify: Email, Contact Type: Phone, Location: 25 SP 447B, IT Business Service: Personal Productivity, Incident Type: Service Interruption, IT Provider Service: Personal Computing, IT Component Category L1: Hardware, IT Component Category L2: Network Printer (MFD), IT Component Category L3: -- None --, and Short Description: Printer Intermittent. The 'Related Records' section shows a list of related incidents.

An inset window shows a Problem record with the state 'Required field'. The problem details include: Number: PRB0040727, Assigned To: Dawn Colonese, Short Description: Printer intermittent, and Description: Problem was escalated because remote diagnosis did not resolve the consistently intermittent printing. The 'Save & Exit' button is highlighted with a red box and a '2'.

The bottom of the screen shows the Windows taskbar with various application icons and the system clock indicating 9:46 PM on 4/10/2012.

Problem is associated with Incident

Yale

The screenshot displays the ServiceNow IT Service Management Suite interface. The main window shows an incident record with the following details:

- Incident: Required field
- Notify: Email
- Contact Type: Phone
- Location: 25 SP 447B
- IT Business Service: Personal Productivity
- Incident Type: Service Interruption
- IT Provider Service: Personal Computing
- IT Component Category L1: Hardware
- IT Component Category L2: Network Printer (MFD)
- IT Component Category L3: -- None --
- Short Description: Printer Intermittent

The 'Related Records' tab is selected, showing a list of related records. The 'Problem' field is highlighted with a red box and labeled '2'. The 'Save & Exit' button is highlighted with a red box and labeled '3'. A modal window is open, showing the 'Updating form with inserted value' message, labeled '1'.

The interface includes a left sidebar with navigation options such as 'Self-Service', 'Service Desk', 'Incident', 'Create New', 'Assigned to me', 'Assigned to My Group', 'Open', 'Open - Unassigned', 'Resolved', 'Closed', 'All', 'Overview', 'Critical Incidents Map', 'Problem', 'Change', 'Configuration', 'Discovery', 'Discovery Definition', 'Service Catalog', 'Knowledge Base', 'Asset Portfolio', 'Asset Contracts', 'Reports', and 'BSM Map'. The top navigation bar shows the user 'Michael Okrent' and the 'Update Set: Default'.

Yale IT Service Management Suite

Welcome: Michael Okrent

Switch to the old UI

Update Set: Default

Logout

Type filter text

Self-Service

Service Desk

Incident

Problem

Create New

Assigned to me

Known Errors

Open

Pending

All

Overview

Change

Problems

New

Go to Number

All > Active = true

	Number	Short Description	Problem Status	Assignment Group	Assigned To	Configuration Item	Related Incidents
<input type="checkbox"/>	PRB0040728	Intermittent	New		Dawn Colonese		1
<input type="checkbox"/>	PRB0040727	Printer Intermittent	New		Dawn Colonese		0
<input type="checkbox"/>	PRB0040726	IRES application is having performance issues	New	SSG Research Enterprise	Ramesh Gade		0
<input type="checkbox"/>	PRB0040724	outage in Seabury Hall	Pending Change	CTS Service Desk	Dawn Colonese		0
<input type="checkbox"/>	PRB0040720	ERP	In Progress	SSG HR and Payroll Systems	Jack Medoff		0
<input type="checkbox"/>	PRB0040718	test	New	SSG Finance Systems	Kronkanok Ratanasaka		0
<input type="checkbox"/>	PRB0040717	Test Problem (Short Description)	Pending Change	SSG HR and Payroll Systems	Robert Gocłowski		0

Complete required field as below

Yale

Type filter text

Self-Service
Service Desk
Incident
Problem
Create New
Assigned to me
Known Errors
Open
Pending
All
Overview
Change
Configuration
Discovery
Discovery Definition
Service Catalog
Knowledge Base
Asset Portfolio
Asset Contracts
Reports
BSM Map
Content Management
ECC
Homepage Admin
Integration - Microsoft SMS/SCCM
Metrics
MID Server
SAML 2 Single Sign-on
Service Level Management
Social IT
Survey
System Definition
System Diagnostics

Problem = Required field

Save & Exit

New Draft In Progress Known Error Pending Change Closed

Number: PRB0040728
Problem Requestor: Dawn Colonese
Location:
Source: Incident Management - Tier 1
Type Level 1: Reactive
Type Level 2: -- None --
Type Level 3: -- None --
IT Provider Service:
Asset/Device: 431b
IT Component Category L1: Hardware
IT Component Category L2: Network Printer (MFD)
IT Component Category L3: -- None --

Problem Status: Draft
Problem Owner Group: INF Data Center Operator
Problem Owner: Louis Tiseo
Impact: 3 - Low
Complexity: 2 - Medium
Priority: 4 - Medium
Opened: 2012-04-10 22:06:44
Opened by: Dawn Colonese
Follow-Up Date: 2012-04-17 22:20:58
Assignment Group: CTS Service Desk
Assigned To: Dawn Colonese
Watch List:
Time Worked: 00:03:53 / 00:03:53

Short Description: Printer Intermittent

Notes Resolution Related Records QA

Notes

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

Work Notes: REC

Workaround: REC

Root Cause: REC

Activity >>

Save & Exit

Related Links
[Communicate Workaround](#)
[Post Knowledge](#)

Scroll to bottom to note related incident

Yale

Type filter text

Self-Service

Service Desk

Incident

Problem

Create New

Assigned to me

Known Errors

Open

Pending

All

Overview

Change

Configuration

Discovery

Discovery Definition

Service Catalog

Knowledge Base

Asset Portfolio

Asset Contracts

Reports

BSM Map

Content Management

ECC

Homepage Admin

Integration - Microsoft SMS/SCCM

Metrics

MID Server

SAML 2 Single Sign-on

Service Level Management

Social IT

Survey

System Definition

System Diagnostics

Problem = Required field

Type Level 3: -- None --

IT Provider Service:

Asset/Device: 431b

IT Component Category L1: Hardware

IT Component Category L2: Network Printer (MFD)

IT Component Category L3: -- None --

Opened: 2012-04-10 22:06:44

Opened by: Dawn Colonese

Follow-Up Date: 2012-04-17 22:20:58

Assignment Group: CTS Service Desk

Assigned To: Dawn Colonese

Watch List:

Time Worked: 00:05:21 / 00:05:21

Short Description: Printer Intermittent

Notes

Resolution

Related Records

QA

Notes

Description: REC

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

Work Notes: REC

Workaround: REC

Root Cause: REC

Activity >>

Save & Exit

Related Links

Communicate Workaround

Post Knowledge

Incidents (1)

Root Cause Tasks

Time Worked

Metrics (1)

Change Requests

Incidents

New

Edit...

Go to Incident

Problem = PRB0040728

Incident	Client	Short Description	Category	IT Component Category L1	Priority	Incident State	Assignment Group	Assigned To
INC0011690	Michael Okrent	Printer Intermittent		Hardware	5 - Low	Assigned	CTS Service Desk	Dawn Colonese

Actions on selected rows...

Internet | Protected Mode: On

100%

Click Root Cause Task Tab and New

Save & Exit

Related Links

[Communicate Workaround](#)
[Post Knowledge](#)

1

Incidents (1) **Root Cause Tasks** Time Worked (1) Metrics (2) Change Requests

Root Cause Tasks ▾

New

Go to Number ▾



2

▸ Problem = PRB0040728

Number	Configuration Item	Priority	State	Short Description	Assignment Group	Assigned To
--------	--------------------	----------	-------	-------------------	------------------	-------------

Problem Task

Required field

Save & Exit

Number:

PTASK0010037

Configuration Item:

Priority:

4 - Medium

Due date:

Problem:

PRB0040728

Short Description:

Printer Intermittent

Description:

State:

In Progress

Assignment Group:

INF Windows Systems

Assigned To:

Kenneth Hoover

Work notes list:

Work Notes:

Potential RCA to investigate - Physical Connections, Server Configuration, Printer MFD defective

Resolve Notes:

Save & Exit

3

4


5


Update Provider and Status






Incidents (1) | **Root Cause Tasks (1)** | Time Worked (1) | Metrics (2) | Change Requests

Root Cause Tasks ▾ **New** **Edit...** Go to Number


















► Problem = PRB0040728

Number	Configuration Item	Priority	State	Short Description	Assignment Group	Assigned To
 PTASK0010037		4 - Medium	In Progress	Printer Intermittent	INF Windows Systems	Kenneth Hoover

 Actions on selected rows... ▾ 1 to 1 of 1

← Problem | = Required field Save & Exit     

New > Draft > **In Progress** > Known Error > Pending Change > Closed

Number:	PRB0040728	Problem Status:	In Progress 2
Problem Requestor:	Dawn Colonese  	Problem Owner Group:	INF Data Center Operator  
Location:		Problem Owner:	Louis Tiseo  
Source:	Incident Management - Tier 1 ▾	Impact:	3 - Low ▾
Type Level 1:	Reactive ▾	Complexity:	2 - Medium ▾
Type Level 2:	-- None -- ▾	Priority:	4 - Medium ▾
Type Level 3:	-- None -- ▾	Opened:	2012-04-10 22:06:44
IT Provider Service:	Infrastructure Services   1	Opened by:	Dawn Colonese
Asset/Device:	431b	Follow-Up Date:	2012-04-17 22:20:58 
IT Component Category L1:	Hardware ▾	Assignment Group:	CTS Service Desk  
IT Component Category L2:	Network Printer (MFD) ▾	Assigned To:	Dawn Colonese  
IT Component Category L3:	-- None -- ▾	Watch List:	 
		Time Worked:	00:11:02 / 00:00:44 

Close RCA Task

Problem Task

= Required field

Number:

PTASK0010037

Configuration Item:

Priority:

4 - Medium

Due date:

Problem:

PRB0040728

Short Description:

Printer Intermittent

Description:

State:

Closed

Assignment Group:

INF Windows Systems

Assigned To:

Kenneth Hoover

Work notes list:

Save & Exit

Work Notes:

Resolve Notes:

Problem was identified as missing patch on print server. Needs change request for service patch install.

Activity >>

2012-04-10 22:44:08 Dawn Colonese - Changed: Assigned To, Impact, Opened by, Priority, Work Notes

Assigned To: Kenneth Hoover

Impact: 3 - Low

Opened by: Dawn Colonese

Priority: 4 - Medium

Potential RCA to investigate - Physical Connections, Server Configuration, Printer MFD defective

Save & Exit

Update Status to Pending Change

Problem

= Required field

Save & Exit

Print

Refresh

Close

New

Draft

In Progress

Known Error

Pending Change

Closed

Number:

PRB0040728

Problem Requestor:

Dawn Colonese

Location:

Source:

Incident Management - Tier 1

Type Level 1:

Reactive

Type Level 2:

-- None --

Type Level 3:

-- None --

IT Provider Service:

Infrastructure Services

Asset/Device:

431b

IT Component Category L1:

Hardware

IT Component Category L2:

Network Printer (MFD)

IT Component Category L3:

-- None --

Problem Status:

Pending Change

Problem Owner Group:

INF Data Center Operator

Problem Owner:

Louis Tiseo

Impact:

3 - Low

Complexity:

2 - Medium

Priority:

4 - Medium

Opened:

2012-04-10 22:06:44

Opened by:

Dawn Colonese

Follow-Up Date:

2012-04-17 22:20:58

Assignment Group:

CTS Service Desk

Assigned To:

Dawn Colonese

Watch List:

Time Worked:

00:16:20 / 00:00:16

Short Description:

Printer Intermittent

Notes

Resolution

Related Records

QA

Related Records

Caused by Change:

Request for Change:

Save & Exit

Related Links

Communicate Workaround

Post Knowledge

Incidents (1)

Root Cause Tasks (1)

Time Worked (4)

Metrics (4)

Change Requests

Root Cause Tasks

New

Edit...

Go to

Number

1

to 1 of 1

Problem = PRB0040728

Number	Configuration Item	Priority	State	Short Description	Assignment Group	Assigned To
PTASK0010037		4 - Medium	Closed	Printer Intermittent	INF Windows Systems	Kenneth Hoover

Actions on selected rows...

Click New to create a Change Request

Problem | = Required field

Save & Exit

New > Draft > In Progress > Known Error > **Pending Change** > Closed

Number: PRB0040728 Problem Status: Pending Change

Problem Requestor: Dawn Colonese

Location:

Source: Incident Management - Tier

Type Level 1: Reactive

Type Level 2: -- None --

Type Level 3: -- None --

IT Provider Service: Infrastructure Services

Asset/Device: 431b

IT Component Category L1: Hardware

IT Component Category L2: Network Printer (MFD)

IT Component Category L3: -- None --

Short Description: Printer Intermittent

Notes Resolution **Related Records** QA

Related Records

Caused by Change:

Request for Change:

Save & Exit

Related Links

[Communicate Workaround](#)

[Post Knowledge](#)

ServiceNow IT Service Management Suite - Windows Internet Explorer

https://yaletraining.service-now.com/change_request_list.do?sysparm_target=problem.u_caused_by_change&sysparm

Change Requests **New** Go to 1 Change Number

All

Change Number	Short Description
CHG0030717	
CHG0030706	ccv
CHG0030705	Upgrade to 8.5
CHG0030704	nmmm
CHG0030703	gbbnnb
CHG0030701	change CATV service provider
CHG0030700	Change PI search functionality on the main screen
CHG0030698	This is a standard change template.
CHG0030696	Server rebuild
CHG0030695	This is a standard change template.
CHG0030692	Mytime not on current version
CHG0030686	Repackage SEP 12 to include most current definition files
CHG0030678	Missing Patch on Print Server
CHG0030675	update to Service Now training slides
CHG0030674	impact of schedule on submission
CHG0030665	sample text
CHG0030620	test
CHG0030619	test
CHG0030616	Testing States
CHG0030615	Testing States
CHG0030609	Testing states
CHG0030608	Test
CHG0030607	Test for test

Done Internet | Protected Mode: On 100%

Complete required fields, save and exit

Yale

Problem | = Required field

Save & Exit

New > Draft > In Progress

Number: PRB0040728

Problem Requestor: Dawn Colonese

Location:

Source: Incident Management - Tier 1

Type Level 1: Reactive

Type Level 2: -- None --

Type Level 3: -- None --

IT Provider Service: Infrastructure Services

Asset/Device: 431b

IT Component Category L1: Hardware

IT Component Category L2: Network Printer (MFD)

IT Component Category L3: -- None --

Short Description: Printer Intermittent

Notes Resolution **Related Records** QA

Related Records

Caused by Change:

Request for Change:

Save & Exit

Related Links

[Communicate Workaround](#)

[Post Knowledge](#)

ServiceNow IT Service Management Suite - Windows Internet Explorer

https://yaletraining.service-now.com/change_request.do?sys_id=-1&sys_is_list=true&sys_target=change_request&sys...

Change Request | = Required field

Submit for Acceptance Save & Exit

Requested by: Dawn Colonese

Owner Group: CTS Service Desk

Owner: Dawn Colonese

Change Source: Problem

Location: 25 SP 111

IT Provider Service:

Environment: Production

IT Component Category L1: Hardware

IT Component Category L2: Server

IT Component Category L3: -- None --

Device/Asset Name: Print Server

Submission Priority:

Impact:

Risk:

Change Type:

Advisory:

Build-Test Required:

Approval Condition Co

Assessment Condition

Implementation Codes

Closure Code:

Watch List:

Opened:

Template:

Short Description: Print Server Patch

Description: ABC

Done Internet | Protected Mode: On 100%

Observe Change ID

Notes Resolution **Related Records** QA

Related Records

Caused by Change:

Request for Change: CHG0030718

Save & Exit

Related Links

[Communicate Workaround](#)

[Post Knowledge](#)

ServiceNow IT Service Management Suite - Windows Internet Explorer

https://yaletraining.service-now.com/ref_list_pick_close.do?sysparm_value=0f806042451da000d54b2af57e3e3d01&sys

Updating form with inserted value

Notes Resolution Related Records QA

Notes

Description: REC

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

Work Notes: REC

Workaround: REC

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

Root Cause: REC

Print Server for 431b is missing patch 117

Save & Exit

Related Links

[Communicate Workaround](#)

[Post Knowledge](#)

1

2

Problem = Required field

Workaround communicated

New > Draft > In Progress

- 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 re-assigned
 - 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 = Required field

Source: General Root Cause Re

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

Impact: 3 - L

Complexity: -- No

Priority: 5 - L

Opened: 2012

Opened by: Mich

Follow-Up Date:

Assignment Group: ITIL

Assigned To: Mich

Watch List:

Time Worked: 01:02

Notes Resolution Related Records QA

Resolution

RCA Code: -- None --

Resolution Code: -- None --

Resolve Notes: ABC

Closed:

Closed by:

Brainstorming
Chronological
Ishikawa Diagrams
Kepner-Tregoe
Pareto Cause ranking chart

Problem Closure Codes

Deferred

- The problem was closed without root cause determination (e.g. costs are too high to diagnose, value to remove is too low etc.).

Accepted Known Error - Workaround Implemented

- The problem will not be removed as the workaround is acceptable.

Accepted Known Error - No Workaround

- The problem will not be removed and no workaround exists however the impacts are minimal/acceptable.

Resolved - No Action Taken

- The problem affects stopped and during an accepted monitoring period the problem did not resurface.

Resolved - Root Cause Removed

- The most common closure code, indicating that a change was successfully implemented to remove the problem.

Unresolved – Rejected

- The criteria required to accepted a problem were never met and the problem has been rejected by the problem manager.

Unresolved – Cost

- 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).

Unresolved - Future Release

- The feature request was already defined for a future release. Unresolved problem may be associated to an originating problem for the initial request.

Incident -> Problem -> Change

Yale

Problem

= Required field

Save & Exit

Assign to me

Number:

PRB0040592

Problem Requestor:

Source:

-- None --

Type Level 1:

-- None --

Type Level 2:

-- None --

Type Level 3:

-- None --

Configuration item:

Asset/Device:

IT Provider Service:

Impact:

3 - Low

Complexity:

-- None --

Priority:

4 - Average

IT Component Category L1:

-- None --

IT Component Category L2:

-- None --

IT Component Category L3:

-- None --

Opened:

2012-02-27 14:50:27

Opened by:

Michael Okrent

Follow up Date:

Problem state:

New

Problem Owner Group:

Problem Owner:

Assignment group:

Assigned to:

Watch list:

Time worked:

00:00:31 / 00 : 00 : 31

Short description:

Notes

Resolution

Related Records

QA

Related Records

Caused by Change:

Request for Change:

Save & Exit

Assign to me

Related Links

[Communicate Workaround](#)

[Post Knowledge](#)

- Required fields
- Close a problem
- Resolve a problem

- 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”

ServiceNow IT Service Management Suite

https://yaletraining.service-now.com/navpage.do

ServiceNow... Instance Apple Yahoo! Google Maps YouTube Wikipedia News (32) Popular

Yale IT Service Management Suite

Welcome: Michael Okrent

Update Set: Default

Logout

Type filter text

Self-Service

Service Desk

Incident

Problem

Create New

Assigned to me

Known Errors

Open

Pending

All

Overview

Change

Configuration

Discovery

Discovery Definition

Service Catalog

Knowledge Base

Asset Portfolio

Asset Contracts

Reports

BSM Map

Content Management

ECC

Homepage Admin

Integration - Microsoft SMS/SCCM

Metrics

Problem = Required field

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 --

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: 00:01:24 / 00:00:21

Short Description: Problem request

Notes Resolution Related Records QA

Resolution

RCA Code: -- None --

Resolution Code: -- None --

Resolve Notes: ABC

Closed:

Closed by:

Brainstorming

Chronological

Ishikawa Diagrams

Kepner-Tregoe

Pareto Cause ranking chart

Technical Observation Post (TOP)

Other

Save & Exit Delete

Related Links

Communicate Workaround

Post Knowledge

Incidents Root Cause Tasks Time Worked (2) Metrics Change Requests

Resolution Codes

Yale

ServiceNow IT Service Management Suite

https://yaletraining.service-now.com/navpage.do

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Yale IT Service Management Suite

Welcome: Michael Okrent

Update Set: Default

Logout

Type filter text

Self-Service

Service Desk

Incident

Problem

Create New

Assigned to me

Known Errors

Open

Pending

All

Overview

Change

Configuration

Discovery

Discovery Definition

Service Catalog

Knowledge Base

Asset Portfolio

Asset Contracts

Reports

BSM Map

Content Management

ECC

Homepage Admin

Integration - Microsoft SMS/SCCM

Metrics

Problem

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 Resolution Related Records QA

RCA Code: Ishikawa Diagrams

Resolution Code: -- None --

Resolve Notes: REC

Accepted Known Error - No Workaround

Accepted Known Error - Workaround Implemented

Deferred

Resolved - No Action Taken

Resolved - Root Cause Removed

Unresolved - Cost

Unresolved - Future Release

Unresolved - Rejected

Save & Exit Delete

Related Links

Communicate Workaround

Post Knowledge

Incidents Root Cause Tasks Time Worked (2) Metrics Change Requests

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: 00:01:53 / 00:00:50

Closed:

Closed by:

12:33 PM 3/23/2012

Close Problem

Yale

ServiceNow IT Service Management Suite

https://yaletraining.service-now.com/navpage.do

ServiceNow... Instance Apple Yahoo! Google Maps YouTube Wikipedia News (32) Popular

Yale IT Service Management Suite

Welcome: Michael Okrent

Update Set: Default

Logout

Switch to the old UI

Problem = Required field

Save & Exit Delete

New > Draft > In Progress > Known Error > Pending Change > Closed

Number: PRB0040701

Problem Requestor: Michael Okrent

Location:

Source: General Root Cause Re

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 --

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

Short Description: Problem request

Notes Resolution Related Records QA

Notes

Description:

Work Notes:

Workaround:

Windows Taskbar: 12:42 PM 3/23/2012

- 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.