# ITIL® Poster Series #9
## Problem Management Process *(Part 2 of 3)*

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The problem management process flow contains the following 10 steps. In many ways the problem management process flow is similar to the Incident process. Remember, during this time, service may have been restored (and thus the Incident is over) but Incidents may be recurring. The problem is detected, logged and categorized.

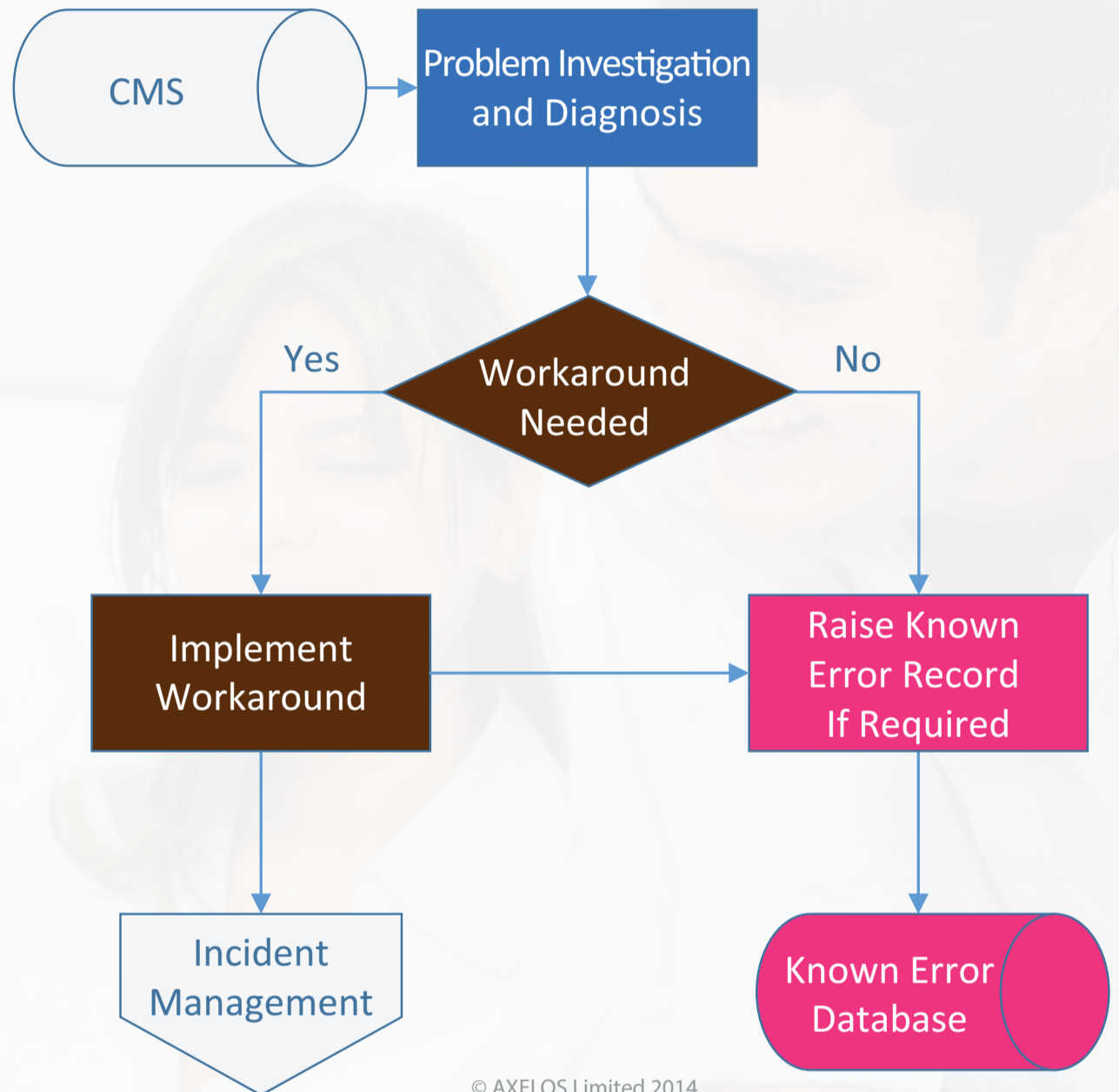## Step 5: Investigating and Diagnosing Problems

The next step is to investigate and diagnose the problem. It is important to allocate resources to problem investigation, as until the problem is resolved the incident will recur, and resources will be spent on incident resolution.

The ITIL framework suggests a number of different problem-solving techniques, which help to approach the diagnosis logically. The CMS can help to provide CI information to help identify the underlying cause. It will also help in identifying the point of failure, where several incidents are reported; the CMS may identify that all the affected CIs are linked to the same CI.

## Step 6: Identifying a Workaround

Although the aim of problem management is to find and remove the underlying cause of incidents, this may take some time; meanwhile, the incident or incidents continue, and the service is affected.

When a user suffers an incident, the first priority is to restore the service so that they can continue working. A priority of the process, therefore, is to provide a workaround to be used until the problem is resolved. The workaround does not fix the underlying problem, but it allows the user to continue working by providing an alternative means of achieving the same result.

**CMS** → **Problem Investigation and Diagnosis**

Yes ← **Workaround Needed** → No

**Implement Workaround** → **Raise Known Error Record If Required**

**Incident Management**

**Known Error Database**

## Step 7: Raising a Known Error Record

When problem management has identified and documented the root cause and work around, this information is made available to support staff as a known error. Information about all known errors, including which problem record it relates to, is kept in the known error database (KEDB). When repeat incidents occur, the support staff can refer to the KEDB for the workaround.

**POSTER ONE** Problem Detection, Logging, Categorization, and Prioritization

**POSTER TWO** Investigating Problems, Identifying a Workaround, and Raising a Known Error Record

**POSTER THREE** Problem Resolution, Problem Closure, and Major Problem Review

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