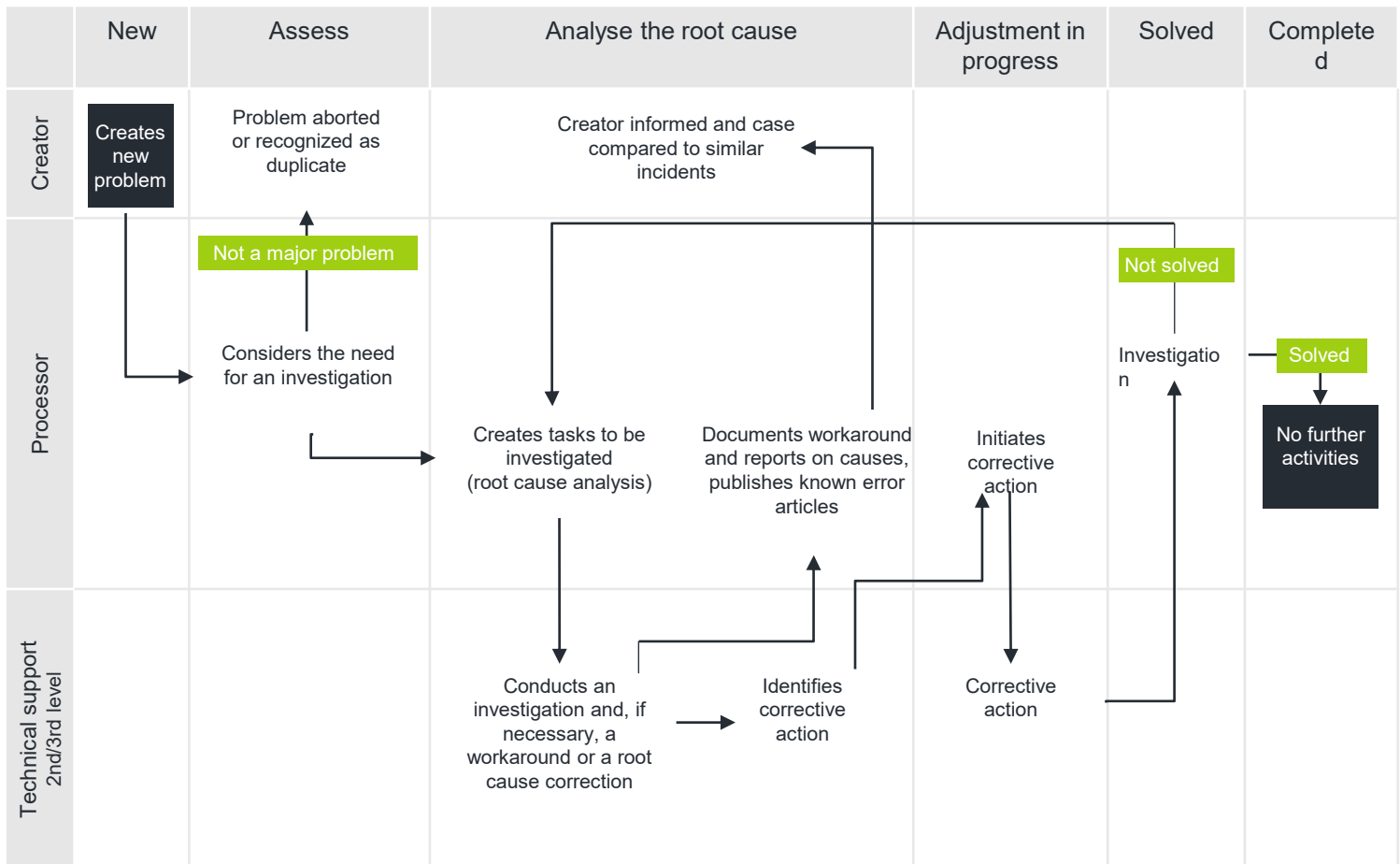




Problem Management’s job is to permanently resolve the causes of recurring or major incidents and to eliminate them. This often requires changing configuration elements in the existing IT infrastructure as part of a change.

Process visualization of ServiceNow Process Management



Problem management—roles

Creator



- Recognizes recurring or major incidents
- Provides information that defines the problem
- Contact person for subsequent processes

Processor



- Quick identification of problem causes
- Determination of solutions or workarounds
- Publishing of articles on known errors
- Responsible for coordinating, monitoring, and ensuring the quality of the processing procedure
- Economic considerations

Technical specialist



- Supports processor to identify problems and implement the solution



Results of an investigation into the problem

Solution

- Permanent solution to avoid incidents
- Generally implemented through a subsequent change

Known error

- Contributes to incident closure
- Doesn't provide a solution or workaround strategy

Workaround

- Helps restore service temporarily
- Describes the workaround for the problem
- Can act as the final or interim solution

Examples of KPIs

Indicator	Goal
Average time to first response to a problem, according to priority	Display of SLA response times met
Percentage of problems with identified root cause	Key indicator for how effectively problem management identifies causes
Percentage of problems with identified workaround	Measurement of how effectively Problem management develops and communicates workarounds
Percentage of incidents resolved by fixing known errors	Quantification of how effectively Problem Management supports the timely resolution of incidents

About us

Agile and new but with more than 30 years of experience—that's agineo, the largest partner of the platform provider ServiceNow in the DACH region. As an Enterprise Service Management specialist, we design business processes and implement them in software for well-known clients. To do this, we can draw on the broad technological expertise of the entire Materna Group, which is delegated across over 4,000 employees.

Our promise to deliver

With unwavering dedication and flexibility, we passionately take on responsibility for our customers. Our mission is their success, and we pull out all the stops to make it happen, both on time and on budget.