What is it?
The problem management process provides a structured method for diagnosing high-impact and recurring incidents. By identifying the cause of service interruptions, problem management provides solutions to service interruptions and suggests changes to improve the stability of services.

What’s in it for you?
The problem management process allows staff to
  • perform root cause analysis to address reoccurring service issues efficiently;
  • automate the creation of problem records from major incidents;
  • improve collaboration across Penn State units on solving problems; and
  • simplify user interactions and escalations by linking incidents, problems, and changes.

Quick Terms
Knowledge Base – A database containing service information stored in the service knowledge management system.

Known Error – A problem that has a documented root cause and a workaround, but is not yet resolved.

Lifecycle – The various stages in the life of a process or service. These stages are defined as strategy, design, transition, operation, and continual improvement.
What’s in it for Penn State?

The problem management process benefits the University by helping to

• reduce unplanned service interruptions or outages over time;

• identify the needs for changes in a service;

• improve the cost effectiveness of a service; and

• enhance user satisfaction with University services.

ITIL Definition

The process responsible for managing the lifecycle of all problems. Problem management proactively prevents incidents from happening and minimizes the impact of incidents that cannot be prevented.