ServiceNow

**Problem Management**

**Quick Reference Card**

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| **Problem Management** | |
| Header  Details  Related Links | **Goal of Problem Management** |
| **A problem is defined as the cause of one or more incidents. The root cause is not usually known at the time a problem record is created, and the Problem Management process is responsible for further investigation. The goal is to prevent problems and resulting incidents from happening, to eliminate recurring incidents, and to minimize the impact of incidents that cannot be prevented.**  **.** |
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| **Details Tabs**  **There are two options under the Details Tabs on the Problem**  Displays activities journal  Enter Workaround and Cause Notes  Document Fix Notes  View only information for Opened by and Confirmed by details  **Notes**  Analysis Information  Resolution Information  Other Information |
| **Problem Header Fields & Definitions** |
| Number  First Reported By  Business Service  Configuration Item  Sensitive  Change Request  State  Impact  Urgency  Priority  Assignment Group \*  Assigned to  Problem Description \*  Description  The problem request number  Related record that first identified the issue  The associated Business Service this problem is aligned to.  Configuration Item (CI) that the problem applies to.  Check box restricting access to the record participants only  Review outcome field becomes visible and should be completed if checked  Workflow state of the problem record  The effect the problem has on the business  The extent to which resolution of the problem can bear delay  The sequence in which the problem needs to be resolved  The group the problem is assigned  The person the problem has been assigned to  A brief summary of the change  A detailed description of the change |
| **Related Links**  **There are four Related Links items to help facilitate a complete Problem Management process:** |
| **Incidents**  **Problem Tasks**  **Outages**  **Time Worked**  Associates Incidents  Manages all Problem Tasks  \_\_\_\_\_\_\_\_\_\_?  \_\_\_\_\_\_\_\_\_\_? |
| **Additional Actions** |
| Use this menu to:   * Add to a Visual Task Board * Create an Outage * Create a Normal Change Request * Create an Emergency Change Request   **The Additional Actions icon is at the top of the screen in the Banner. Click the icon to access a menu of application-specific functions.** |

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| ang  **Initiating a Problem Record**  **Problem Requests can come from multiple areas within ServiceNow:**     1. The Problem Management application 2. The Incident Management application 3. The Change Management application   All of these methods result in a Problem Request created in the New State of the workflow. |
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| **Working the Problem**  **Create a New Problem**  **Create a Problem from Incidents**  **From the Incident Record**   1. Click the Additional Actions icon 2. Select Create a Problem. Use this method to associate the Incident Number with the Problem   **From the Applications Navigator:**   1. Open the Problem Management Menu 2. Select Create New Problem to initialize a new record |
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| **Efficient Problem Management is completed through a combination of coordinated work activities and effective communication. The Problem Details Tabs and Related Links provide access to common elements to facilitate the research, resolution, and communication of problems. Key elements are labeled with Red numbers on the image below and describe beneath the image.**  **4**  **1**  **2**  **3**    **5**  **9**  **8**  **7**  **6**   1. Notes Tab: Used to add users to the Work Notes List and contains the Activities journal of record actions 2. Analysis Information: Used to research the Problem, this tab includes the Workaround and Cause Notes. 3. Resolution Information: This section is used to document instructions or processes to fix the problem and restore services. 4. Other Information: Read-only tab displaying information of who opened and confirmed the problem 5. Incidents: Use this Related Link to associate all related Incidents with this Problem. When the fix is identified it can then be applied to all Incidents 6. Affected CI’s: Expansion of the configuration item found in the record header. Adding multiple CI’s ensures proper documentation alignment with the CMDB 7. Problem Tasks: This Related Links tab allows you to create and manage all the tasks specific to researching and resolving the problem. 8. Change Requests: This list is used to manage all Change Records associated with resolving the problem. Multiple Changes may be required to fix the problem. 9. Outages: Outages are used to document degradations of functionality and downtime for planned (maintenance) and unplanned outages. Outages are useful in tracking the impact of interruptions, as well as, tracking down root causes for related problems. |