

2. PROBLEM MANAGEMENT

Topic/Question	
2.1	<p>Problem Vs Incident Does the tool differentiate between incidents and problems?</p> <p>----- -----</p>
2.2	<p>Problem Logging Manually Can problem records be created manually?</p> <p>----- -----</p>
2.3	<p>Problem Unique Reference Does the tool automatically allocate a unique reference to newly created records at the time of opening the record?</p> <p>----- -----</p>
2.4	<p>Problem Date and Time Is each problem record date and time stamped when created and again each time the record is updated?</p> <p>----- -----</p>
2.5	<p>Problem Source Does each problem record contain a field or fields to display the identity of the source of reporting of the problem (event trigger, person, group)?</p> <p>----- -----</p>
2.6	<p>Problem Contact Details Does each problem record contain a field or fields to display the contact information?</p> <p>----- -----</p>
2.7	<p>Problem Symptoms Does each problem record contain a field or fields to describe the symptoms of the fault? This can include event parameters and/or user reported.</p> <p>----- -----</p>
2.8	<p>Problem Status Does the problem record contain a field or fields to record the status of the problem (Such as active, waiting, closed)?</p> <p>----- -----</p>

2.9	<p>Problem Categorization Does the problem record contain hierarchical category fields to record the type of problem (Such as hardware - server - memory)?</p> <p>-----</p> <p>-----</p>
2.10	<p>Problem Prioritization Does the problem record contain a field or field(s) to assign an initial problem priority according to pre-established and manually overridden conditions? (Such as CI type, business services impacted, level of service disruption, security breach, cost to fix).</p> <p>-----</p> <p>-----</p>
2.11	<p>Problem Assignment Does the problem record contain a field or field(s) to assign the problem to a support department, group or individual?</p> <p>-----</p> <p>-----</p>
2.12	<p>Problem Diagnosis Details Does the problem record contain a field or fields to sequentially record diagnostic activities?</p> <p>-----</p> <p>-----</p>
2.13	<p>Problem Functional Escalation Does the tool allow a problem record to be escalated based on pre-established and manually overridden conditions? (Such as service level target, operational level target, business priority, support tier).</p> <p>-----</p> <p>-----</p>
2.14	<p>Problem Resolution Date and Time Do problem records have a field or fields to record resolution information including data and time?</p> <p>-----</p> <p>-----</p>
2.15	<p>Problem Resolution - Workaround Does the tool allow problem resolution to include a workaround and for that information to be visible elsewhere? (Such as CI records, incident records, knowledge data, service reports).</p> <p>-----</p> <p>-----</p>

2.16	<p>Problem Resolution - Known Error Does the tool allow a known error record to be created and for that information to be visible elsewhere? (Such as CI records, incident records, change records, knowledge data and service reports).</p>
2.17	<p>Problem Resolution - Known Error Does the tool allow a known error record to be created in the development environment and for that information to be visible elsewhere (Such as CI records, incident records, change records, knowledge data, service reports).</p> <p>----- -----</p>
2.18	<p>Problem Record Access Control Does the tool allow access controls to open, modify and close problems based on pre-established conditions?</p> <p>----- -----</p>
2.19	<p>Problem Closure Does the problem record contain a field or fields to record closure categorization?</p> <p>----- -----</p>
2.20	<p>Management Reports Does the tool produce reports from record detail captured? Eg, total number of problems over any given period, total number of active, closed, changes initiated, number if incidents addressed, problems by category, by user, by CI.</p> <p>----- -----</p>
2.21	<p>Additional Purchases Can the tool produce management reports without additional purchases such as consultancy or products?</p> <p>----- -----</p>
2.22	<p>Audit Trail Does the tool provide an audit trail of all problem record updates for: a) ID of individual recording the update b) Date and time of the action c) Type of action</p> <p>----- -----</p>
2.23	<p>ITIL Terms Does the tool use ITIL terms and definitions? Eg, problem records rather than 'tickets'.</p> <p>-----</p>

2.24	<p>Problem Lifecycle Status Does the tool show the problem lifecycle stage? Eg, that the problem is being diagnosed, has been escalated, resolution is being applied or has been closed.</p> <p>-----</p> <p>-----</p>
2.25	<p>Incident Categories Does the tool provide analysis or export of incident data for analysis so problem & incident management stakeholders can monitor, improve and create incident categories?</p> <p>-----</p> <p>-----</p>
2.26	<p>Problem Classification Does the tool support a consistent problem classification schemata across the business enterprise?</p> <p>-----</p> <p>-----</p>
2.27	<p>Problem Models Does the tool support the creation and use of problem models for the resolution of dormant or underlying problems?</p> <p>-----</p> <p>-----</p>
2.28	<p>Major Problem Review Does the tool support the management and documentation of the major problem review?</p> <p>-----</p> <p>-----</p>