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PROBLEM	General Criteria
PM-11-G-001	Does the tool use ITIL 2011 Edition process terms and align to ITIL 2011 Edition workflows and process integrations? ---
PM-11-G-002	Does the tool have security controls in place to allow only authorized staff and users to view, open, modify, authorize and close records based on their role? ---
PM-11-G-003	Does the tool support designating fields as mandatory? ---
PM-11-G-004	Does the tool provide out-of-the-box reports and facilitate flexible (ad hoc) report generation? ---
PM-11-G-005	Does the tool facilitate the production of management reports from historical records? ---
PM-11-G-006	Does the tool provide an audit trail for record information and updates? For example: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities ---
PM-11-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress? ---
PM-11-G-008	Does the tool provide facilities within the tool database for archiving closed records? ---

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PROBLEM	Core Criteria
PM-11-C-001	Does the tool automatically create a distinct and unique identifier and number for each Problem Record? ---
PM-11-C-002	Are Problem Records distinct from Incident Records? ---
PM-11-C-003	Does the tool automate the date and time of the Problem Record logging and all updates throughout the lifecycle of the Problem Record? ---
PM-11-C-004	Does the Problem Record have a field or fields to capture the reporting source's identification? For example: person, group, location, monitoring tool (event) ---
PM-11-C-005	Does the Problem Record have a field or fields to capture the contact information? ---
PM-11-C-006	Does the tool facilitate the opening of a Problem Record directly from a menu for pro-active problem activity tracking as well as from an Incident Record for reactive problem activity tracking? ---
PM-11-C-007	Does the tool have a tiered categorization structure allowing the identification of a problem with a service (e.g. payroll) as well as system and component? ---
PM-11-C-008	Does the tool support the ability to assign and route Problem Records to pre-defined individual or support staff group? For example: based on the category ---

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PROBLEM	Core Criteria
PM-11-C-009	Does the Problem Record have impact, urgency and priority fields and factors which can be defined by an authorized user? ---
PM-11-C-010	Does the tool support changing the impact and / or urgency fields and associated priority? For example: based on the associated incidents being matched to the problem change impact and priority ---
PM-11-C-011	Does the Problem Record have a problem status field with pre-defined statuses? For example: opened, assigned, resolved, closed ---
PM-11-C-012	Does the Problem Record have a field or fields for the input of text for problem description and symptoms? ---
PM-11-C-013	Does the Problem Record have a field or fields for the input of date, time and text for root cause analysis activities and results? ---
PM-11-C-014	Does the Problem Record have a field or fields for the input of date, time and text for resolution recommendations? ---
PM-11-C-015	Does the tool facilitate progress tracking and monitoring of the problem lifecycle? For example, tracking ownership, escalations, resolution activities and status, closure. ---
PM-11-C-016	Does the tool facilitate the escalation and notification of problem records being worked on after defined thresholds have been reached? For example: failure to establish a root cause before a pre-define period ---

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PROBLEM	Core Criteria
PM-11-C-017	Does the tool facilitate the designation of a Known Error? For example: as a Problem Record status or a separate unique Known Error Record with links to the associated Problem Record ---
PM-11-C-018	Does the tool facilitate the opening of a Problem Record with Known Error status or a Known Error Record to record known errors identified in the development environment? ---
PM-11-C-019	Does the tool provide access to historical problem and known error data / information for use by support staff during incident and problem investigation? ---
PM-11-C-020	Does the tool support problem closure category codes which can be defined by an authorized user? For example: hardware, software, training ---
PM-11-C-021	Does the tool facilitate a consistent problem classification schema across the business enterprise? ---
PM-11-C-022	Does the tool facilitate the creation and use of patterns for the resolution of problems? ---
PM-11-C-023	Does the tool facilitate the management and documentation of the Major problem reviews? ---

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PROBLEM	Integration Criteria
PM-11-I-001	Does the tool facilitate the creation and maintenance of the linked relationships between Incident Records and associated Problem / Known Error Record(s)? ---
PM-11-I-002	Does the tool facilitate incident trending for pro-active problem identification? For example: the ability to show historical, related incidents over time ---
PM-11-I-003	Does the tool enable the Service Desk and other authorized support groups to view Problem and Known Error Records for status, progress reports, workarounds and temporary solutions; and to be notified of updates to Problem Records? ---
PM-11-I-004	Does the tool integrate with Change Management to enable the opening of a Request for Change Record based on a Problem / Known Error Record; and to enable the creation and maintenance of the linked relationships between the Problem and Known Error Record(s) and associated Change Record(s)? ---
PM-11-I-005	Does the tool integrate with Configuration Management Systems and Configuration Management Database s (CMDBs) to enable the creation and maintenance of the linked relationships between Problem and Known Error Records, and associated Configuration Item Records? --- ------
PM-11-I-006	Does the tool integrate with Configuration Management Systems or CMDBs to enable the problem support team(s) to identify, investigate, diagnose and eliminate problems? ---
PM-11-I-007	Does the tool integrate with Knowledge Management - knowledge databases to support investigations, diagnoses, root cause analysis techniques, and creating / updating workarounds, temporary fixes and resolutions? ---

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PROBLEM	Integration Criteria
PM-11-I-008	Does the tool provide analysis or export of incident data for analysis so Problem & Incident Management stakeholders can monitor, improve and create Incident categories? ---