

# Problem Management

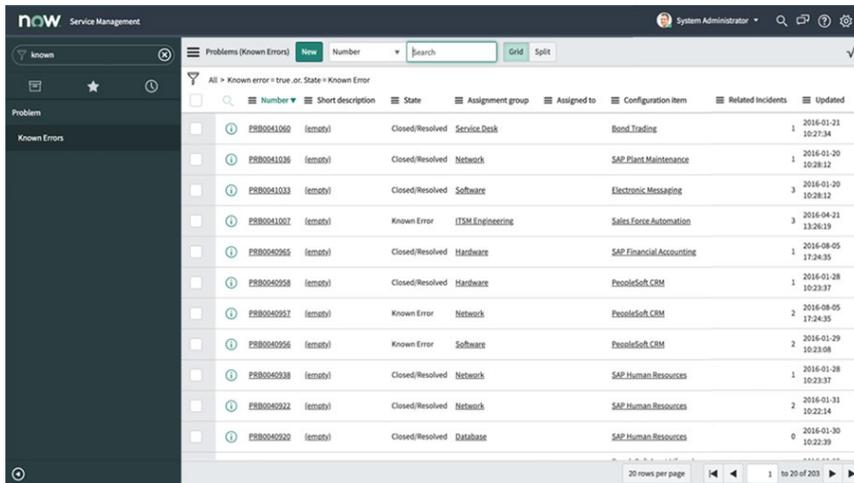
## Challenge

Problem Management cannot be a standalone process. Smooth integration with incident, change, knowledge, CMDB and other ITSM processes will enable rapid workarounds and faster elimination of recurring incidents. A clear and well structured Problem Management process is essential for root cause analysis and for driving continuous improvements. Tight integration with other ITSM processes will enable organizations to proactively mitigate issues and minimize disruption to business.

## Solution

ServiceNow® Problem Management makes it possible to identify the root cause of an issue that is affecting your services and can help you prevent issues from happening in the first place. With a structured workflow for diagnosing root causes and fixing problems, ServiceNow empowers you to eliminate recurring incidents and minimize the impact of unexpected disruptions.

Allow problem managers to easily document workarounds and solutions, so IT teams can focus and get more done. With a consolidated view of the incidents and related changes, IT can deliver faster responses and solutions.



Select multiple change requests to add to a problem

## Overview

ServiceNow Problem Management helps find and fix the root cause of even the most complicated issues with a clear well-defined process. With seamless integration between Problem and all other ITSM processes, organizations get the fastest way to root-cause and workarounds.

## Benefits

**Minimize service disruptions** by proactively using built-in dashboards for service performance and configurations.

**Speed up service restoration** by creating immediate visibility into known errors and workarounds for all IT staff to use

**Accelerate root cause resolution** with structured problem analysis and by correlating problems and coordinating workflows

## The ServiceNow Difference

Seamless integration with incidents and changes

Strong interface with Knowledge Management eases documentation of workarounds

CMDB gives clear visibility into affected items and relationships to services

The most powerful born-in-the-cloud, ITSM platform in the world

## Features

### Configuration Management Database (CMDB)

Find and address potential failure points by periodically reviewing configuration item (CI) relationship maps and ensuring ServiceNow CMDB accuracy with built-in data certification. Determine the impact and potential cause of a problem with right-click access to service relationships and CI health.

### Knowledge Base

Speed resolution times, slash service disruption, and minimize business impact by publishing solutions and workarounds on the spot. When a known error is documented, a single click generates a Known Error Article in the knowledge base—saving time and effort in fixing recurring issues in the future.

### Remediation Plans

Empower IT to reduce future disruptions from repeat incidents by giving them a tool that stops disruptions at the source. IT can schedule remediation plans through [ServiceNow Change Management](#) to permanently remove errors.

### Coaching Assessments

Monitor critical moments of the problem management process in real time. Allow coaches the opportunity to quickly intervene to correct any mistakes that could cause more trouble or delay service restoration.

### Best Practices

Out-of-the-box process best practices make it easier to support and manage problems through six states: New, Assess, Root Cause Analysis, Fix in Progress, Resolved, and Closed. A problem can be used to document any available workaround, root cause, and fix. You can search for and link to problems while working on an incident.

### Automated Notifications

Increase transparency and collaborate more effectively by providing updates to all service subscribers with automated, subscription based notifications. Notifications can be pushed via email or within your instance.

### Reports and Dashboards

Provide real-time transparency into operations with configurable role-based [dashboards](#) for Problem Manager and Problem Coordinator roles. Identify and remediate abnormal patterns and trends before they become problems with built-in reporting and [ServiceNow Performance Analytics](#).

“ The service desk team is able to work on clearly prioritized incidents based on impact and urgency

**10x**  
Incident reduction

