Problem management tool requirements download

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| **Requirement Description** |
| Single organization managing Problem resolution thru root cause analysis |
| IT customers provided with a single point of contact for problem reporting and for subsequent interactions |
| Process provides a “rapid resolution” approach for major outages/service impacts. |
| Toolsets in place to log, track, manage and report all problems |
| Each level of the problem escalation path can be tracked for progress, performance, outstanding problems, compared to SLAs, etc. |
| Users are provided self-support mechanisms/tools (FAQs, Technical Briefs, on-line help, etc.) |
| Problem resolution prioritized; resources assigned accordingly |
| Problems categorized, updated in log, archived, linked, etc. |
| Integrated with Change Management Tool |
| Integration with Enterprise Monitoring System for automatic trouble ticket creation. |
| Integration with Asset Management System to quickly identify impacted components, systems, and services |
| Change requests issued |
| Problems linked to request/change request |
| Robust reporting framework |
| Based on certain parameters, specific problems are flagged for root cause analysis. Problem and handling details clearly captured for root cause analysis |
| Root cause analysis is consistently executed, issues identified, and resolutions proposed |
| Results from prior investigations and resolutions are captured and make readily available to support subsequent investigations within a Knowledge Repository |
| Reports automatically generated for incidents, their solutions and performance, and sent to appropriate parties |