# PROBLEM MANAGEMENT POLICY

<table>
<thead>
<tr>
<th>Code:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Version:</td>
<td></td>
</tr>
<tr>
<td>Date of version:</td>
<td></td>
</tr>
<tr>
<td>Created by:</td>
<td></td>
</tr>
<tr>
<td>Approved by:</td>
<td></td>
</tr>
<tr>
<td>Confidentiality level:</td>
<td></td>
</tr>
</tbody>
</table>

Comment [BV1]: All fields in this document marked by square brackets [ ] must be filled in.

Comment [BV2]: The document coding system should be in line with the organization's existing system for document coding; in case such a system is not in place, this line may be deleted.
Change history

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Created by</th>
<th>Description of change</th>
</tr>
</thead>
<tbody>
<tr>
<td>xx/xx/2013</td>
<td>0.1</td>
<td>Branimir Valentic</td>
<td>Basic document template</td>
</tr>
</tbody>
</table>

Table of contents

1. PURPOSE, SCOPE AND USERS................................................................. 3
2. REFERENCE DOCUMENTS........................................................................... 3
3. POLICY ...................................................................................................... 3
   3.1. PROBLEM MANAGEMENT ....................................................................... 3
   3.2. SCOPE .................................................................................................. 3
   3.3. TIMEFRAME......................................................................................... 4
   3.4. REOPENING OF PROBLEMS.................................................................... 4
   3.5. PROBLEM RECORDS............................................................................... 4
   3.6. MEASUREMENT..................................................................................... 4
4. VALIDITY AND DOCUMENT MANAGEMENT..................................................... 4
1. Purpose, scope and users

The purpose of this policy is to ensure that identified problems are managed through an established process.

This policy applies to all [company name] full-time, part-time and contracted employees, vendors and suppliers involved in activities that use or manage technology solutions within [company name].

Users of this document are employees of [IT service management organization].

2. Reference documents

- Problem Management Process
- Incident Management Process
- Service Level Management Process
- Measurement and Metrics
- Technical Management Function
- Application Management Function

3. Policy

3.1. Problem Management

A Problem is the cause of one or more incidents. The purpose of the Problem Management process is to minimize the impact of incidents and problems on the business of [organization name] and to prevent reoccurrence of future incidents caused by the same error in the IT infrastructure.

The goal of the Problem Management process is to:

- Prevent incidents and problems from happening
- Minimize the impact of the problems that cannot be prevented
- Eliminate recurring incidents

Problems inside [organization name] are managed according to the Problem Management Process.

3.2. Scope

The Problem Management process consists of two main parts:

Reactive Problem Management – The purpose of reactive Problem Management is to solve problems, i.e. define the root cause that originated to one or more recorded incidents. (Note description is responsible for reactive Problem Management activities and achievements).

Proactive problem Management – The purpose of proactive Problem Management is to resolve related to them happen, as

©2013 This template may be used by clients of EPPS Services Ltd. www.20000academy.com in accordance with the License Agreement.
3.3. Timeframe

The timeframe in which Problems must be resolved is defined in the Service Level Agreement (SLA), see Service Level Management Process. [Role description] is responsible for definition of timeframe and implementation in [tool name].

3.4. Reopening of problems

Problems can be reopened by [Role description]. They must be reopened at the latest, ten days after the Problem was Resolved. Reopened Problems, [Role description] must be reported to [Role description] on a monthly basis, using [...].

3.5. Problem Records

All problem records should be kept and managed in a single management system. [Tool name] is used for that purpose. All employees involved in the Problem Management process record every activity and status updates in [Tool name]. Known error records should be kept in a managed system. [Organization name] uses [Tool name] to store known error records.

[Role description] is responsible to audit problem records once a year.

The audit includes checking of following parameters:

- All status updates are entered
- Problems are correctly classified
- Problems are correctly prioritized

3.6. Measurement

Measurement and metrics requirements are defined in the Problem Management Process.

4. Validity and document management

This document is valid as of [date].

Owner of this document is [job title], who must check and, if necessary, update the document at least once a year.
[organization name]

[job title]
[name]

[signature]

Comment [BV19]: Only necessary if the Procedure for Document Control prescribes that paper documents must be signed.