

# BOSSDesk – Problem Management

## Service Management on the Cloud and On-Premise



### BOSSDesk Problem Management

**BOSSDesk Problem Management** A problem is the root cause of one or more incidents and Problem Management is the ITIL process responsible for managing the lifecycle of all problems. A good practice for a service provider ensures that teams are able to reactively respond to incidents thereby avoiding recurrence. BOSSDesk Problem Management provides an organized means of recording the problem and where one can outline steps to resolve and close the problem. It helps with collaboration to determine the root cause and in solving problems.

### BOSSDesk Problem Management Benefits

- **Good Problem Management Practice Avoids Incident Recurrence**

A good Problem Management practice ensures that you are able to proactively respond to incidents thereby avoiding recurrence.

- **Helps Solve Problems through Collaboration and Root Cause Analysis**

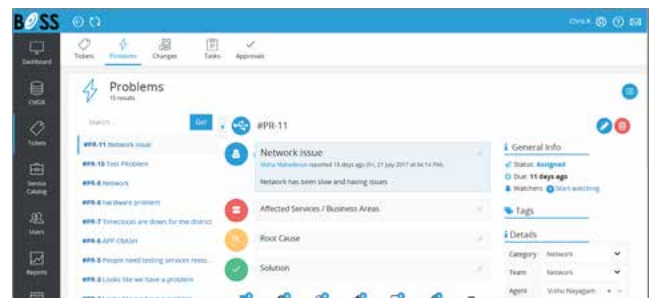
Problem Management outlines steps to solve and close problems and helps with collaboration to determine the root cause and problem resolution.

- **Reduce Risk That Could Adversely Impact the Business**

Effective problem management will minimize recurring incidents and reduce risk that could adversely impact business outcomes

#### ► DETERMINING ROOT CAUSE ANALYSIS

The skillsets and activities required to solve a problem are often different from those for an incident. Incident management wants to quickly restore service in line with any SLA's that are in place whereas problem management wants to eliminate the root causes of incidents. Sometimes to properly address a problem, a service provider must cause or extend an existing outage. Identifying how the business is or which service areas are affected helps the organization cope with the problem and determine workarounds if required.



#### ► TRACK PROBLEMS EFFECTIVELY

BOSSDesk Problem Management enables the team to follow a series of steps to ensure the problem is managed effectively. The problem can be described in detail together with identifying the service or business areas affected. The root cause of the problem can be specified together with the proposed solution for the problem. The problem ticket provides the ability to enter comments, create tasks, time sheet and obtain approvals. Affected assets can all be displayed and managed in one place.

[For more information visit:](#)

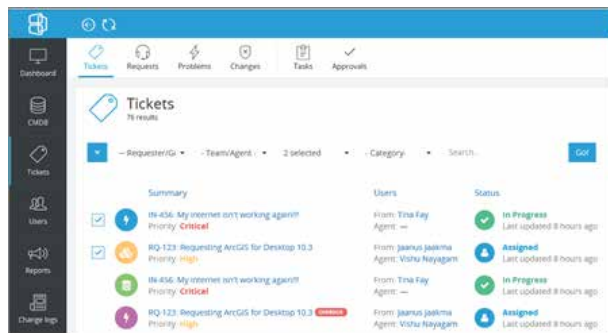
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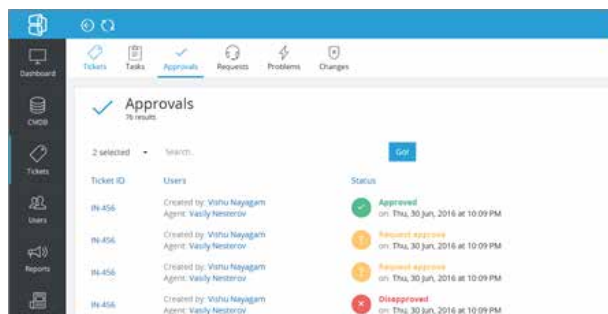
## IDENTIFYING PROBLEMS AND TICKET GROUPING

A problem can be created from an incident or a problem can be recorded without an incident. A problem can also be associated to a configuration item to help the problem management team see the affected item and its relationships to other configuration items. BOSSDesk Problem Management allows for tickets with similar problems to be grouped together into a single problem for resolution. Once the problem is closed all the incidents attached to the problem are closed.

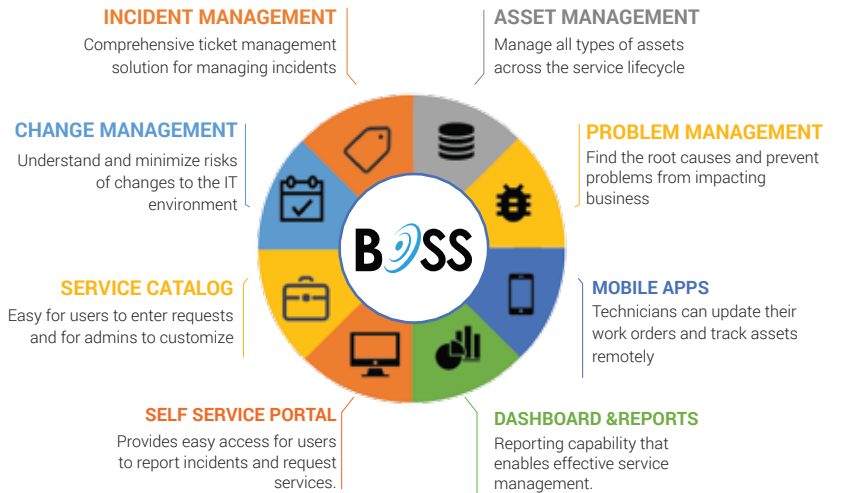


## LINKING PROBLEMS & CHANGES

If a problem needs a change in order to be resolved, it is possible to initiate a Change Management process which will be then resolved using the Change Management process. Resolving problem resolves all the incidents associated with the problem. Documenting the resolution and any workarounds are good practices.

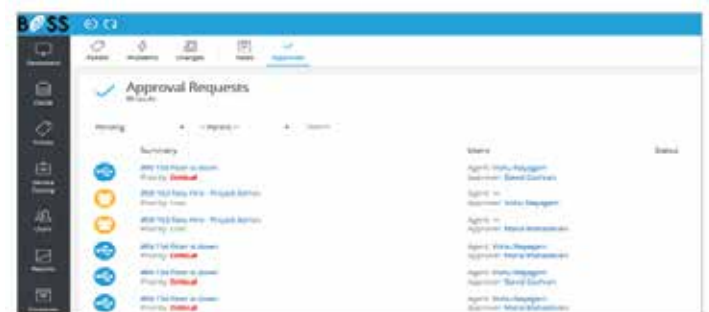


## BOSSDesk Features



## APPROVALS MANAGEMENT

The Approval screen displays the current status of all tickets in the system requiring approvals. Approval requests are assigned as part of the workflow specified in routing. Notification alerts via email can also be specified in routing and sent when approval requests are either accepted or rejected.



For more information visit:

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