



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

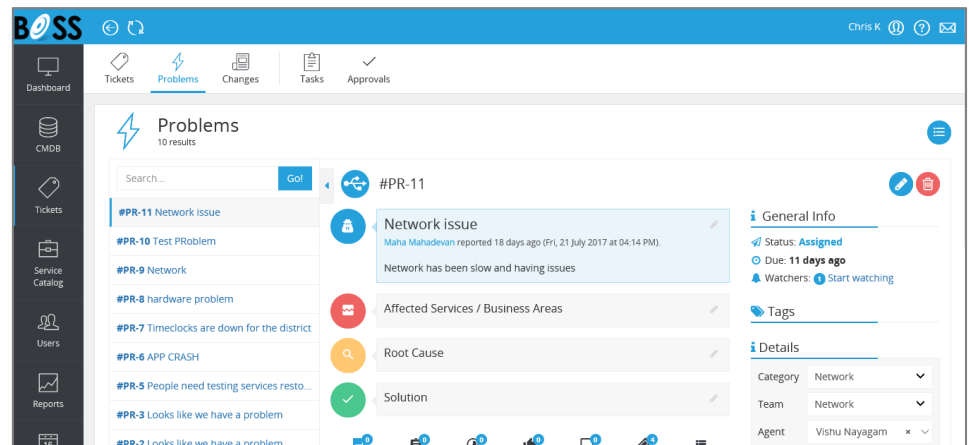
Problem Management outlines steps to solve and close the problems and helps with collaboration to determine the root cause and problem resolution.

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. Effected assets can all be displayed and managed in one place.



BOSSDesk Features

INCIDENT MANAGEMENT



Comprehensive ticket management solution for managing incidents

PROBLEM MANAGEMENT



Find the root causes and prevent problems from impacting business

CHANGE MANAGEMENT



Understand and minimize risks of changes to the IT environment

ASSET MANAGEMENT



Manage all types of assets across the service lifecycle

SERVICE CATALOG



Easy for users to enter requests and for admins to customize

DASHBOARD & REPORTS



Reporting capability that enables effective service management.

SELF SERVICE PORTAL



Provides easy access for users to report incidents and request services.

MOBILE APPS



Technicians can update their work orders and track assets remotely

CONFIGURATION & TOOLS



Interface and tools that can provision & manage the IT environment.

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.

Summary	Users	Status
<input checked="" type="checkbox"/> IN-456: My internet isn't working again!!! Priority: Critical	From: Tina Fay Agent: —	In Progress Last updated 8 hours ago
<input checked="" type="checkbox"/> RQ-123: Requesting ArcGIS for Desktop 10.3 Priority: High	From: Jaanus Jaakma Agent: Vishu Nayagam	Assigned Last updated 8 hours ago
<input type="checkbox"/> IN-456: My internet isn't working again!!! Priority: Critical	From: Tina Fay Agent: —	In Progress Last updated 8 hours ago
<input type="checkbox"/> RQ-123: Requesting ArcGIS for Desktop 10.3 OVERDUE Priority: High	From: Jaanus Jaakma Agent: Vishu Nayagam	Assigned Last updated 8 hours ago

LIKING 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.

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 request are either accepted or rejected.

Ticket ID	Users	Status
IN-456	Created by: Vishu Nayagam Agent: Vasily Nesterov	Approved on: Thu, 30 Jun, 2016 at 10:09 PM
IN-456	Created by: Vishu Nayagam Agent: Vasily Nesterov	Request approve on: Thu, 30 Jun, 2016 at 10:09 PM
IN-456	Created by: Vishu Nayagam Agent: Vasily Nesterov	Request approve on: Thu, 30 Jun, 2016 at 10:09 PM
IN-456	Created by: Vishu Nayagam Agent: Vasily Nesterov	Disapproved on: Thu, 30 Jun, 2016 at 10:09 PM

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