



## **Problem Management**

Problem management refers to the practices that organizations use to prevent problems and resulting incidents from occurring, minimize the business impact of unavoidable incidents, and eliminate recurring incidents through root cause analysis.

### **The key objectives of problem management include:**

- Proactively prevent problems that cause business disruptions
- Minimize the detrimental impacts of unavoidable incidents
- Diagnose and eliminate root causes of recurring incidents

### **Problem management utilizes techniques such as:**

- Risk assessment - Identify problem prone processes and prevent vulnerabilities
- Monitoring - Detect issues in early stages before significant impacts occur
- Root cause analysis - Determine fundamental breakdowns that enable problems using methods like 5 Whys or fishbone diagrams
- Process improvements - Institutionalize corrective actions that address root causes

### **Other important aspects of effective problem management:**

- Dedicated problem management resources - Specialized focus on proactive improvements
- Problem tracking system - Central repository to record problem details and corrections
- Integrated knowledge base - Share findings across organization to prevent recurrences
- Post-incident review process - Formal analysis of problems that led to major incidents

With rigorous problem management capabilities in place, organizations can shift from a reactive firefighting approach to a more stable, resilient operational environment. Taking steps to prevent problems, minimize incident impacts, and continuously improve will lead to higher quality services, fewer disruptions, and increased customer satisfaction.