



## Incident Management vs Problem Management

Incident management and problem management are related but distinct disciplines for managing operational events and minimizing their business impacts.

**Incident Management** deals with restoring services after an incident or disruption occurs. It focuses on swift resolution and recovery after an incident strikes to limit impacts. Characteristics:

- Reactive in nature
- Short-term restoration focus
- High visibility when incidents are occurring
- Central priority is quickly getting the business or system back up and running
- Works to resolve the immediate incident

**Problem Management** aims to prevent incidents proactively by finding their root causes. It diagnoses why incidents happen in order to implement corrective actions. Characteristics:

- Proactive discipline
- Long-term prevention focus
- Ongoing in background
- Seeks to identify problems that underlie incidents
- Works to determine root causes and implement fixes
- Involves process analysis and improvements

While Incident Management is tactically focused on rapid response and recovery, Problem Management takes a more strategic approach to fundamentally improve processes and prevent future incidents.

These two disciplines work best together in practice. Insights from Incident Management post-mortems feed into Problem Management. Fixes from Problem Management improve incident response. Collaboration between the two capabilities results in resilient services and minimization of business disruptions.