



## Problem Manager Role

A problem manager plays a critical role in organizations seeking to advance quality, service reliability, and process maturity through proactive, data-driven problem solving.

Key responsibilities include:

- **Maintaining a problem management system** - Manage the tools, processes, and knowledge base for logging, tracking, analyzing and resolving the root causes of incidents.
- **Leading problem review meetings** - Facilitate sessions to examine problems, assess solutions, and monitor actions taken.
- **Performing trend and pattern analysis** - Analyze incident data to identify systemic problems needing priority attention.
- **Overseeing root cause analysis** - Lead RCA efforts using various methods to pinpoint true root causes versus just symptoms.
- **Driving process improvements** - Use insights from RCA to shape process changes that target root causes.
- **Managing major incident reviews** - Lead thorough post-mortems following major incidents to prevent recurrences.
- **Reporting on problem metrics** - Share reports on problem backlogs, aging, closures rates, causes, process impacts, etc.
- **Training staff in problem management** - Educate others on documenting incidents, participating in RCA, and implementing improvements stemming from problems.
- **Sharing lessons learned** - Add key findings to the knowledge management system and incorporate into training.

The problem manager role helps embed proactive, data-driven problem solving capabilities that enhance stability, resiliency, and maturity - transitioning the organization from reactive firefighting to excellence.