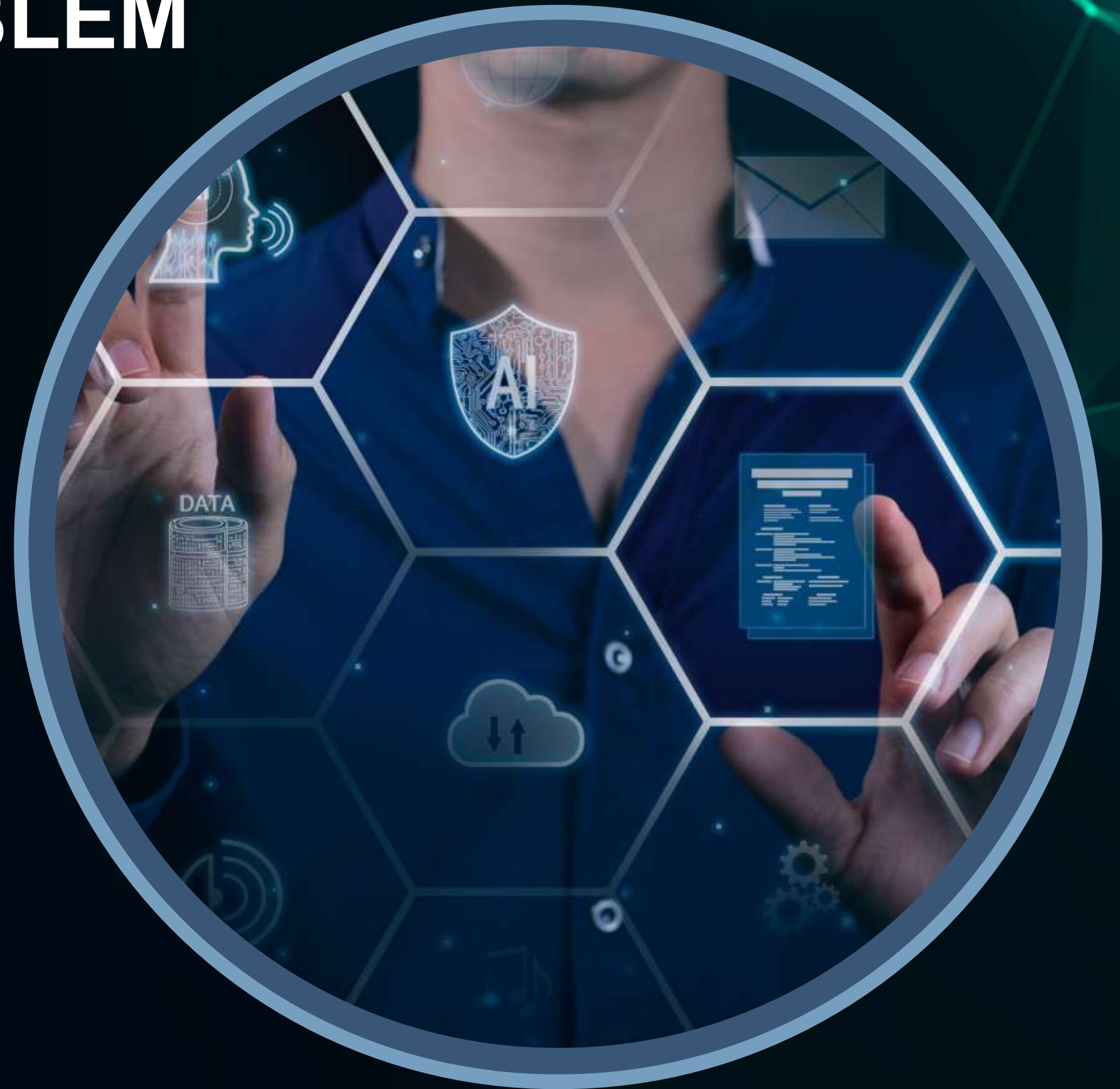


Problem Management in ServiceNow

INTRODUCTION TO PROBLEM MANAGEMENT

What is Problem Management?

- In ServiceNow, problem management is a structured process designed to identify, analyze, and resolve the root causes of incidents, preventing future occurrences and minimizing the impact of recurring issues.
- Problem Management is an ITIL process focused on identifying and managing the root causes of incidents.
- Its goal is to prevent incidents from happening or minimize their impact if they do occur.



Objectives of Problem Management

OBJECTIVES :-

- Identify and eliminate the root causes of incidents.
- Prevent recurrence of known errors and issues.
- Minimize the impact of unavoidable incidents.
- Support proactive service improvement through data analysis.

BENEFITS OF PROBLEM MANAGEMENT

Benefits :-

- Reduced downtime and faster recovery.
- Fewer repeated incidents, improving efficiency.
- Increased user satisfaction and trust in IT services.
- Improved service quality, availability, and stability.
- Build a knowledge base for future prevention and quicker resolution.

PROBLEM VS INCIDENT

Aspect	Incident	Problem
Definition	An unplanned interruption to a service one or more reduction in service quality	The underlying cause of one or incidents
Goal	Restore normal service operation as quickly as possible	Identify and eliminate the root cause
Time Sensitivity investigation	High – immediate resolution needed	Moderate – requires and analysis
Example	Email not working for a user	Email server crashes frequently due to faulty RAM

PROBLEM LIFECYCLE IN SERVICENOW

1. Problem Detection

- Identify problems from multiple related incidents, trend analysis, or proactive monitoring.

2. Problem Logging

- Create a formal problem record in ServiceNow with relevant details like category, priority, and description.

3. Categorization & Prioritization

- Classify the problem for easier tracking and assign priority based on urgency and impact.

4. Investigation & Diagnosis

- Perform root cause analysis (RCA) using tools like the 5 Whys, Fishbone Diagram, or ServiceNow Analytics.

5. Workaround / Known Error

- If a permanent fix isn't available yet, document a temporary workaround and mark it as a known error.

6. Resolution Implementation

- Develop and deploy a permanent fix, often involving coordination with change management.

7. Problem Closure

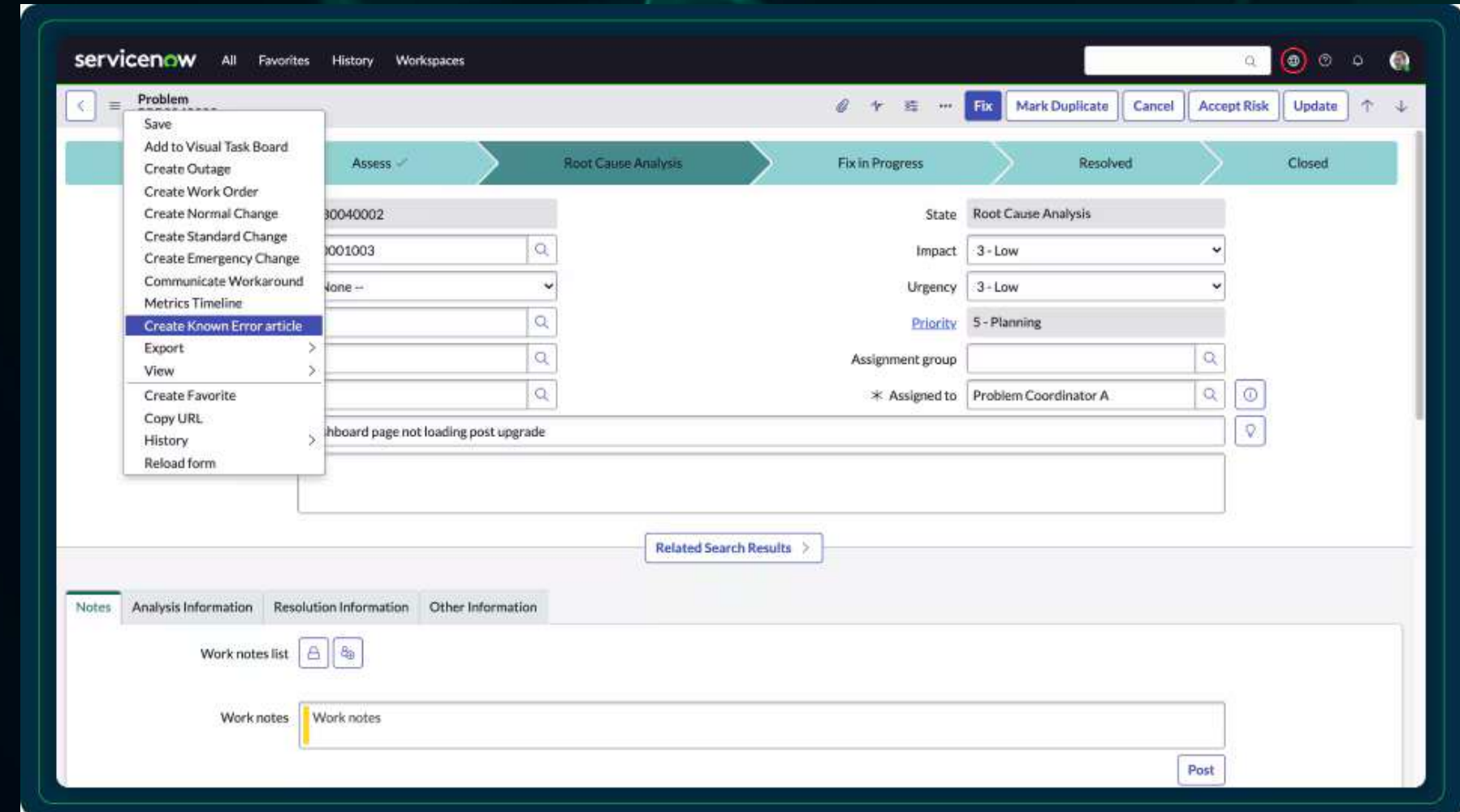
- After verifying the fix and ensuring no recurring incidents, close the problem record in ServiceNow.

KEY COMPONENTS IN SERVICENOW

- Problem Record (Task table)
- Related Incidents
- Known Error Articles
- Root Cause Analysis
- Change Requests (RFCs)

WORKFLOW OVERVIEW

- Detection of the Problem
 - From trend analysis or multiple incidents.
 - Example: 10 users report application crash.
- Log a Problem Record
 - Navigate to: Problem > Create New
 - Fill in fields: Category, Impact, Urgency, Description.
- Link Related Incidents
 - Use the "Related Incidents" tab to associate all incidents caused by this problem.
- Perform Root Cause Analysis
- Document Workaround



CONCLUSION

- PROBLEM MANAGEMENT HELPS IN LONG-TERM SERVICE STABILITY.
- ServiceNow offers a structured process to detect, analyze, and resolve problems.
- Reduces downtime and improves customer satisfaction.

The background features a dark blue gradient with abstract, glowing wireframe structures. On the left, there are blue wireframe shapes, and on the right, there are teal wireframe shapes. The overall aesthetic is modern and technological.

THANK YOU!

FOR YOUR ATTENTION