



SUMMIT Problem Management

DATA SHEET

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Problem Management

If handled well, every problem is actually an opportunity for improvement! Problem Management is an IT Service Management (ITSM) process that finds the underlying cause of problems, prevents new incidents, and minimizes the impact of incidents unavoidable. Effective Incident Management records are essential for successful problem Incident Management as they help in identifying problems.

The SUMMIT Problem Management module is an ITIL 2011 certified module that includes powerful out-of-the-box categorization, Knowledge Management, auto-routing, and auto escalation workflows that can be triggered based on SLA, impact, urgency, severity, CI, location, or customer. Problems can also be routed to workgroups.

Key Features

- Templates for Problem Records
- Automatic Creation of Problem Records
- Categorization and Classification
- Problem Investigation and Diagnosis
- Root Cause Analysis (RCA)
- Problem Co-relation
- Problem History
- Parameter Configuration
- Auto Escalation
- Comprehensive Reporting

The screenshot displays the 'PROBLEM RECORD ID - 82' interface. On the left is a navigation sidebar with icons for Dashboard, Reports, Incident, Request, Asset, Change, Problem, Knowledge, CMDB, Catalog, and Admin. The main content area is divided into several sections:

- Customer Information:** Ravidatta H S, IT, Bangalore. Contact details: +919811246614, +918033071880, ramanoharreddy.chilla@symphony...
- Classification:** Urgency: Medium, Priority: Medium, Impact: Medium. Classification: Incident, Category: Infrastructure Tools/Summit/Incident Managen.
- Assignments:** Workgroup: SUMMIT, Assigned To: Ravidatta H S.
- Work Around:** Includes 'Exists' checkbox and a 'Details' text area.
- Testing:** Includes a 'Details' text area.
- Resolution:** Includes 'Solution' text area, 'Resolution Time' field, 'SLA Violated?' checkbox, and 'Violation Reason' text area.
- Closure:** A section at the bottom for finalizing the record.

Additional fields include Status (Approved), Source (Incident Management), Log Time (2014-04-02 12:33:05 PM), RCA Deadline, and Deadline (2014-04-15 12:00:00 AM). The Description field contains the text: 'Ticket Refresh error while updating the ticket details in SUMMIT incident management module.' The top right has 'SUBMIT' and 'CANCEL' buttons, and the right sidebar has 'ACTIONS' (APPROVAL, JOURNAL) buttons.

Templates for Problem Records

The SUMMIT application provides templates that can be used to create Problem Records (PRs). These templates help in quick and easy problem identification and recording.

Automatic Creation of Problem Records

Problem Records (PRs) can be automatically created from Incidents based on the number of Incidents logged for a specific priority and category within a predefined time period (daily, weekly, or monthly).

Categorization and Classification

The SUMMIT application has a built-in tree structure to provide clarity in identification of the Problem Records (PRs) using two fields: Classification and Category.

Root Cause Analysis (RCA)

All the details related to Root Cause Analysis (RCA) can be captured under the Root Cause Analysis tab of the Problem Record.

Problem Investigation and Diagnosis

The SUMMIT application ensures thorough problem identification, investigation, root cause analysis, and resolution.

PROBLEM RECORD ID - 30 SUBMIT CANCEL

Customer: Manoj VIDWANATHAN, IT, Bangalore, manojv@stc.com

Status: Resolved

Source: Incident Management

Log Time: 2013-07-23 05:51:58 PM

RCA Deadline: 2015-07-20 12:00:00 AM

Deadline: 2013-08-31 12:00:00 AM

Description: We are not able to install Symantec End Point on Win * Systems.

Symptom: We are not able to install Symantec End Point on Win * Systems.

DETAILS

ROOT CAUSE ANALYSIS SUBMISSION

Submitter: Shylender Singh K | Submission Date: 2014-07-15 01:06:38 PM

ROOT CAUSE ANALYSIS

Type: [] | Category: []

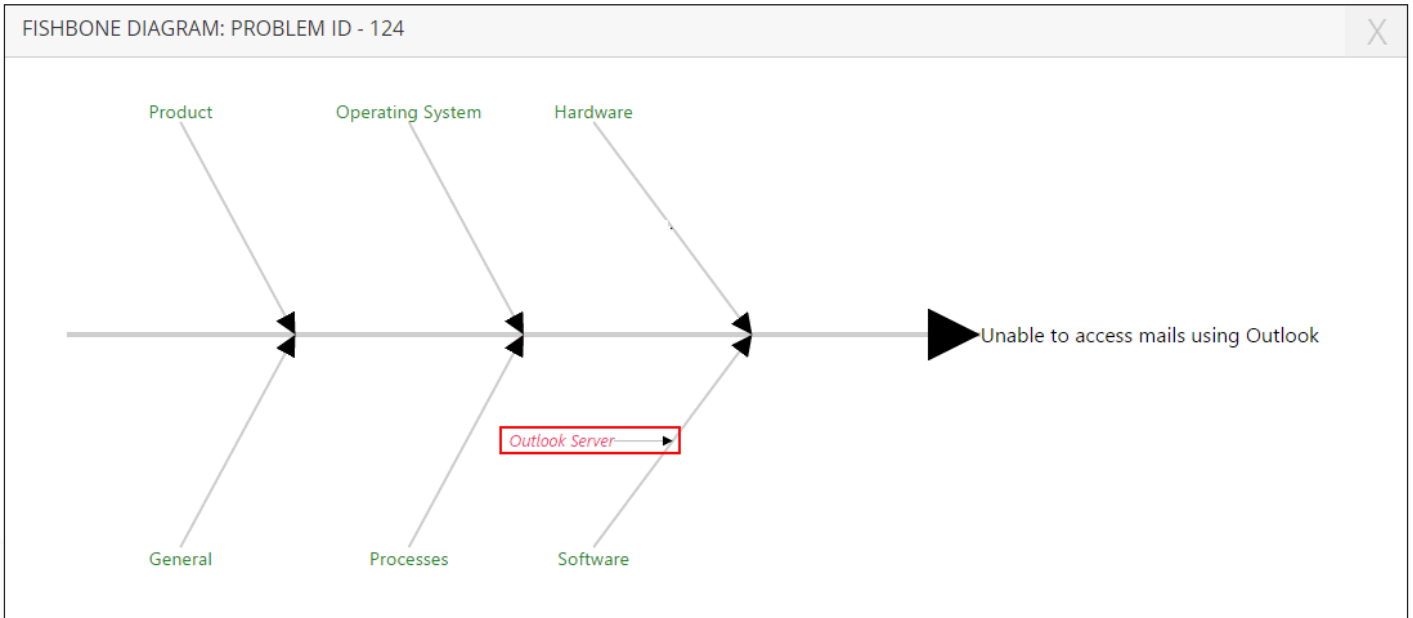
Actual (Y/N): **ADD**

Edit	Type	Category	Details	Actual	Delete
	Software	Software	The earlier version of the Symantec Endpoint is not supported on Windows 8 Operating System.	True	

RCA Result

* Upgraded the Symantec Endpoint Manager to latest version 12.1.4
* Latest version client package were created and deployed on Windows 8 OS and its working fine.

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Problem Co-relation

The SUMMIT application provides a Relationship tab for a Problem Record where all the related Incidents, Change Records (CRs), Configuration Items (CIs), Release Records (RRs), and others can be linked.

NEW PROBLEM RECORD SUBMIT CANCEL

John Pengattethu Thomas
Bangalore
9972477711
ramamohanreddy.chilla@symphony...

Department: IT

Status: New

Source:

Log Time: 2015-06-04 03:56:12 PM

RCA Deadline:

Deadline:

Description:

DETAILS

GENERAL ROOT CAUSE ANALYSIS LOGS COST DIAGNOSTIC PROBLEM REVIEW **RELATIONSHIP**

RELATIONSHIP Link De-Link

Change - 4

<p>Change - 71</p> <p>Enable access to 66.37.206.2...</p> <p>Logged: 2007-03-07 12:33:35</p> <p>Priority: Medium</p> <p>Executive:</p> <p>Closed</p>	<p>Change - 117</p> <p>A Vertical-Net user has issu...</p> <p>Logged: 2007-03-30 11:16:58</p> <p>Priority: High</p> <p>Executive:</p> <p>Closed</p>	<p>Change - 164</p> <p>To create a seperate group f...</p> <p>Logged: 2007-04-19 08:01:42</p> <p>Priority: High</p> <p>Executive:</p> <p>Closed</p>
<p>Change - 333</p> <p>To provide access to pbn.sym...</p> <p>Logged: 2007-07-12 11:40:12</p> <p>Priority: High</p> <p>Executive:</p> <p>Closed</p>		

Problem History

The Problem History of the Problem Record captures the problem history of all the fields and can be viewed for each record. Audit trail information, such as changes made by the user, modification time, current value, and previous values can be recorded.

Column Name	Change Date	Changed By	Old Value	New Value
Support Function	2014-1-29 01:29:33 PM	Krishna Moorthy		IT
Record Registration Time	2014-1-29 01:29:33 PM	Krishna Moorthy		2014-01-29 01:29:33 PM
Status	2014-1-29 01:29:33 PM	Krishna Moorthy		New
Classification	2014-1-29 01:29:33 PM	Krishna Moorthy		Incident
Category	2014-1-29 01:29:33 PM	Krishna Moorthy		Telecom & BB
Source	2014-1-29 01:29:33 PM	Krishna Moorthy		Incident Management
Requestor	2014-1-29 01:29:33 PM	Krishna Moorthy		Krishna Moorthy
Description	2014-1-29 01:29:33 PM	Krishna Moorthy		Manoj Viswanathan is aware and is working on this More..
Symptoms	2014-1-29 01:29:33 PM	Krishna Moorthy		Phone Lines are down in Bangalore Infospace Locat More..
Impact	2014-1-29 01:29:33 PM	Krishna Moorthy		Medium
Priority	2014-1-29 01:29:33 PM	Krishna Moorthy		Medium
Deadline	2014-1-29 01:29:33 PM	Krishna Moorthy		2014-01-29 03:00:00 PM
Assigned Workgroup	2014-1-29 01:29:33 PM	Krishna Moorthy		Global-ITServiceDesk

Parameter Configuration

In the SUMMIT application, various parameters, such as analyst, workgroup, criticality, severity, categorization, status, impact, urgency, priority, and resolution code can be configured as per the organization's requirements.

Auto Escalation

In the SUMMIT application, Auto Escalation of the Problem Records can be configured based on the problem approval, RCA deadline, and closure deadlines.

Comprehensive Reporting

The SUMMIT application provides several reports for the Problem Management module. Reports for total number of problems over any given period of time, total number of active problems over any given period of time, total number of closed problem records, changes initiated, total number of incidents addressed, problems by category, by user, by CI and so on, can also be generated.

AUTO ESCALATIONS SUBMIT CANCEL

Department * _____

DU _____

Facilities _____

Finance _____

Help Desk _____

HR _____

IT _____

Procurement _____

DETAILS

Modules *

Workgroup Name *

Priority *

Escalation Levels for Approval

Escalation Levels for RCA Deadline

Escalation Levels for Closure Deadline

Active

Note: One Escalation Levels is Mandatory.

APPROVALS ESCALATION LEVELS

Level	Day(s)	Hour(s)	Minute(s)	Mails
1	<input type="text" value="SELECT"/>	<input type="text" value="00"/>	<input type="text" value="00"/>	<input type="checkbox"/> CC Analyst <input type="checkbox"/> CC Problem Managers <input type="checkbox"/> CC Workgroup <input type="checkbox"/> CC Workgroup Owners
2	<input type="text" value="SELECT"/>	<input type="text" value="00"/>	<input type="text" value="00"/>	<input type="checkbox"/> CC Analyst <input type="checkbox"/> CC Problem Managers <input type="checkbox"/> CC Workgroup <input type="checkbox"/> CC Workgroup Owners
3	<input type="text" value="SELECT"/>	<input type="text" value="00"/>	<input type="text" value="00"/>	<input type="checkbox"/> CC Analyst <input type="checkbox"/> CC Problem Managers <input type="checkbox"/> CC Workgroup <input type="checkbox"/> CC Workgroup Owners

CLOSURE DEADLINE ESCALATION LEVELS


Level	Type	Day(s)	Hour(s)	Minute(s)	Mails
1	<input type="text" value="SELECT"/>	<input type="text" value="SELECT"/>	<input type="text" value="00"/>	<input type="text" value="00"/>	<input type="checkbox"/> CC Analyst <input type="checkbox"/> CC Problem Managers <input type="checkbox"/> CC Workgroup <input type="checkbox"/> CC Workgroup Owners
2	<input type="text" value="SELECT"/>	<input type="text" value="SELECT"/>	<input type="text" value="00"/>	<input type="text" value="00"/>	<input type="checkbox"/> CC Analyst <input type="checkbox"/> CC Problem Managers <input type="checkbox"/> CC Workgroup <input type="checkbox"/> CC Workgroup Owners


Main Benefits

- Quick and easy problem identification and recording using templates.
- End-to-end documentation of the Problem Records including Logs and RCA.
- Integration with the other modules, such as Change Management, Incident Management, Release Management, and so on.
- Comprehensive reporting to provide a complete picture of the various problem-related activities.
- Configurable problem related parameters to cater to diverse requirements of organizations.
- Ability to configure auto-escalation of problems based on configurable factors.



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