DATA SHEET

SymphonyAI Summit Problem Management

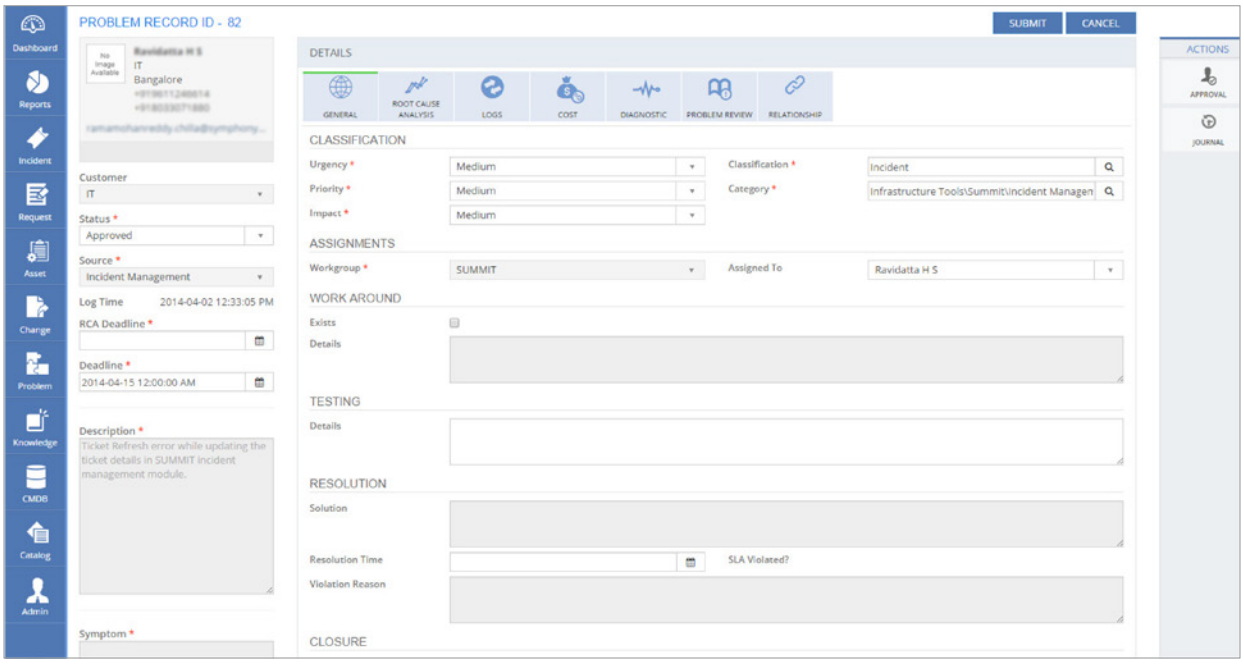
Problem Management

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 SymphonyAI 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



Templates for problem records

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

Categorization and classification

The SymphonyAI Summit application has a built-in tree structure to provide clarity in identification of the Problem Records (PRs) using two fields: classification and category..

Automatic creation of problem records

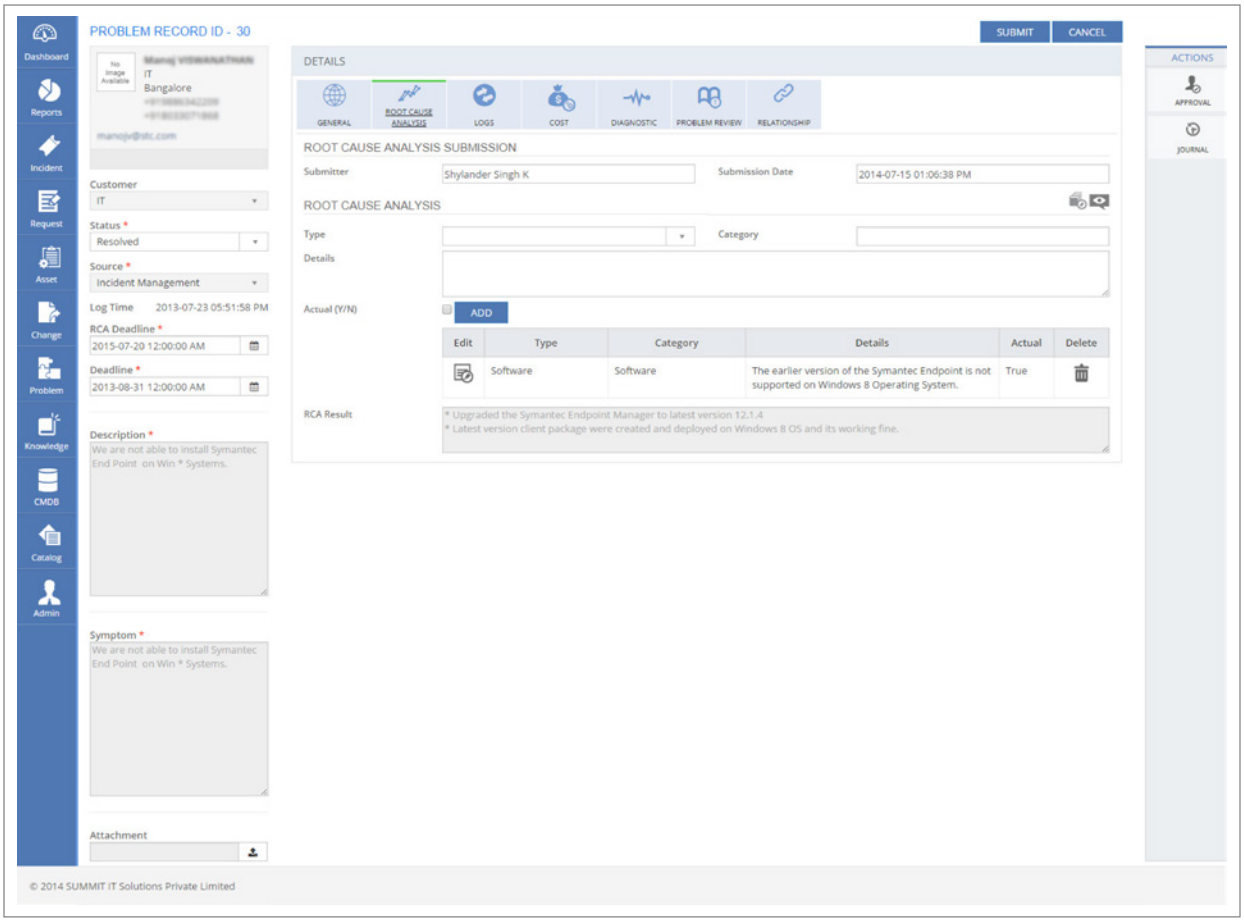
Problem Records (PRs) can be automatically created from Incidents based on the number of Incidents logged for a specific priority and category within a predefined time period (daily, weekly, or monthly).

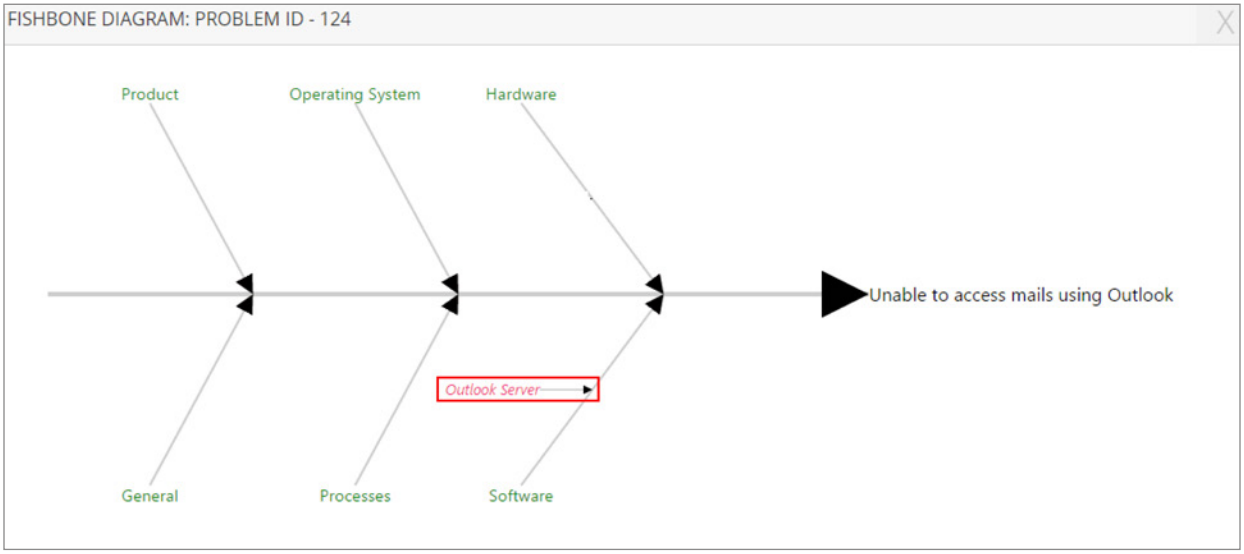
Root cause analysis (RCA)

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

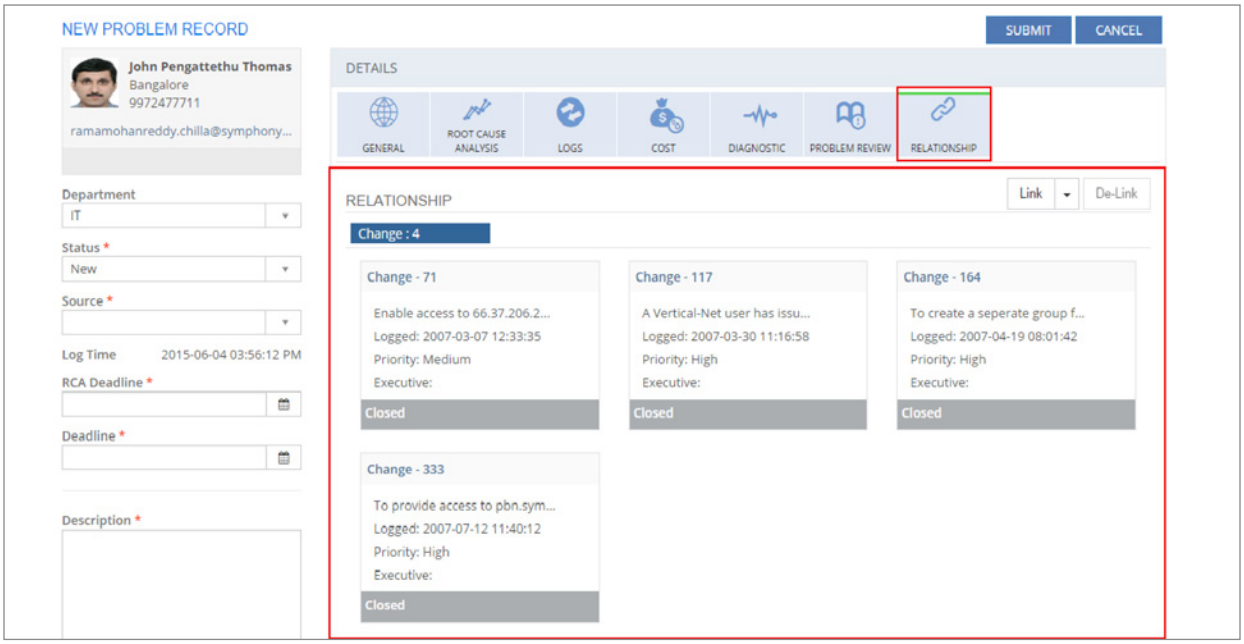
The SymphonyAI Summit application ensures thorough problem identification, investigation, root cause analysis, and resolution.





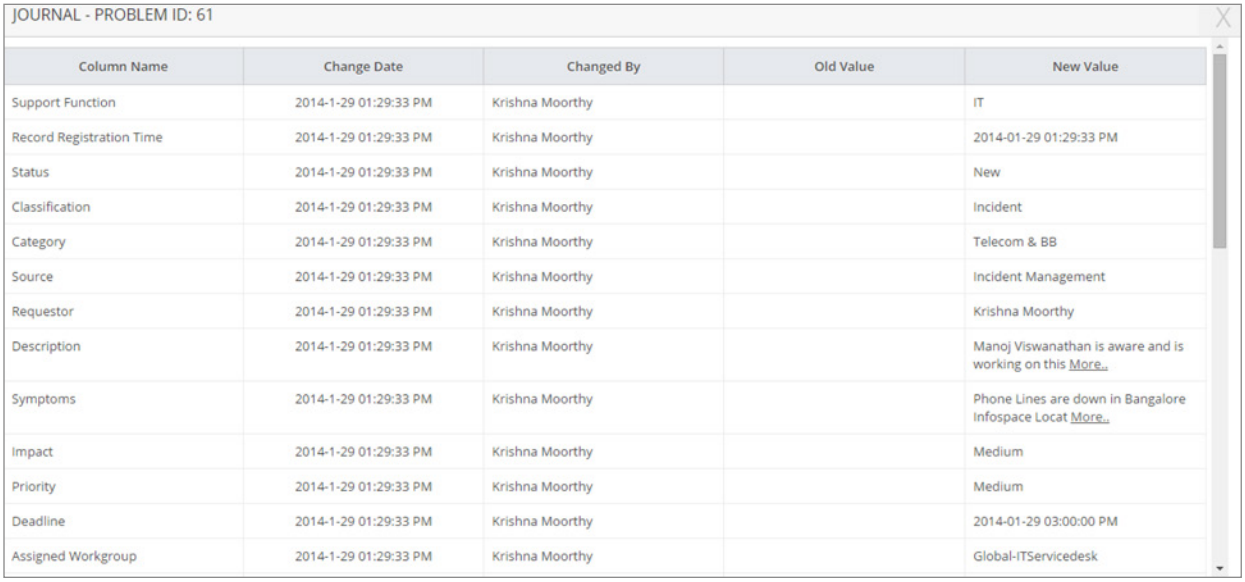
Problem co-relation

The SymphonyAI 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.



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.



JOURNAL - PROBLEM ID: 61

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

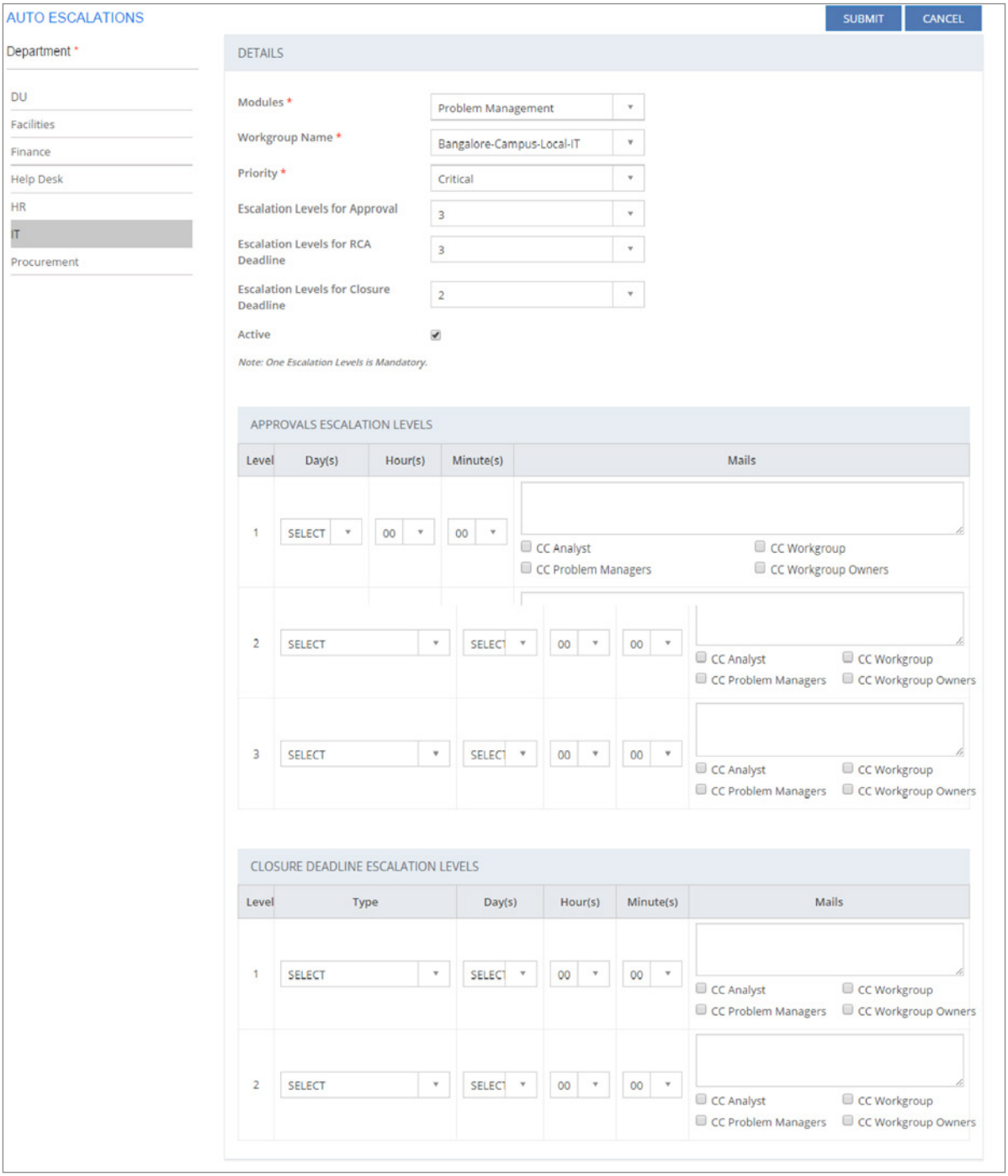
In the SymphonyAI Summit application, various parameters, such as analyst, workgroup, criticality, severity, categorization, status, impact, urgency, priority, and resolution code can be configured as per the organization's requirements.

Auto escalation

In the SymphonyAI Summit application, auto escalation of the problem records can be configured based on the problem approval, RCA deadline, and closure deadlines.

Comprehensive reporting

The SymphonyAI 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.



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.

About SymphonyAI Summit

SymphonyAI Summit's AI-driven platform provides enterprise-grade capabilities made easy, for the most cost-effective solution. The advanced, modular solution unifies service management, asset management, and service automation into a single, easy-to-use platform. Enterprises and service providers use Summit to dramatically reduce the cost and complexity of their IT management while improving efficiency, productivity, predictability, and control. Leading enterprises across financial services, healthcare, manufacturing, education, and many more verticals are delivering exceptional user experiences while lowering IT costs using SymphonyAI Summit. SymphonyAI Summit is a SymphonyAI business.

Request a demo or contact us for more information:

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