

Problem Manager

BENEFITS

The Valuemation Problem Manager supports your service desk in quickly analyzing, identifying and permanently correcting the causes of faults and malfunctions.

The Problem Manager allows you to:

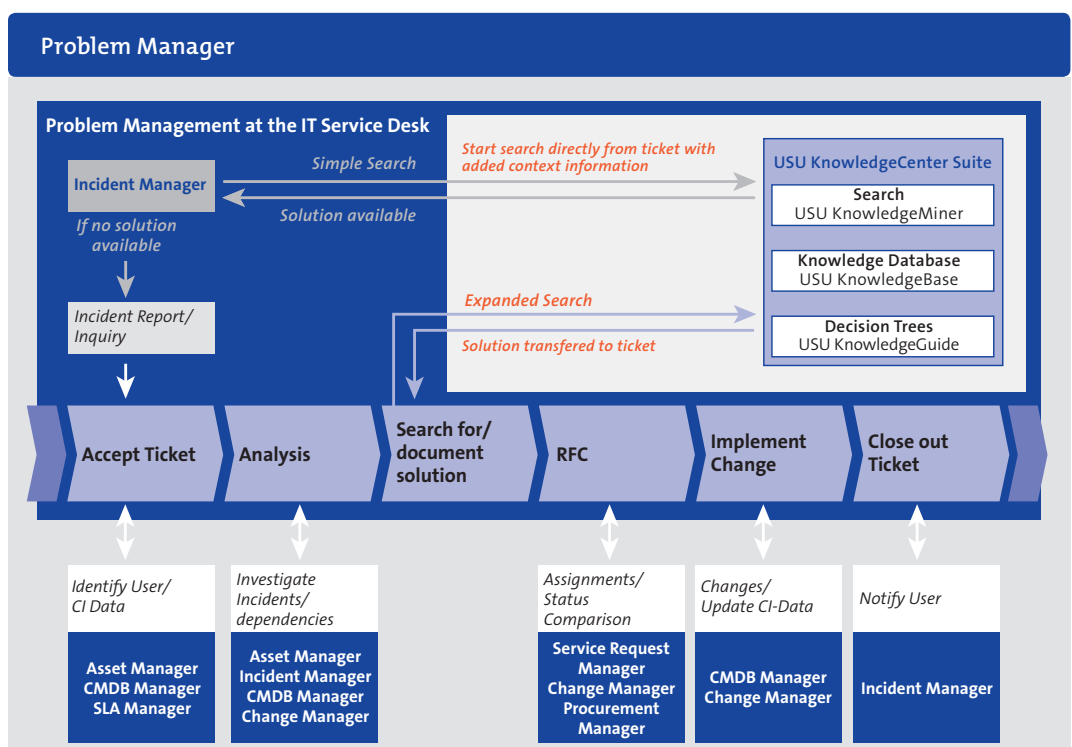
- Increase the productivity of your service desk by applying standardized, automated and ITIL®-compliant processes
- Recognize frequent causes of faults/malfunctions based on informative reports and statistics
- Proactively detect and correct faults and malfunctions before they're even noticed by users or can cause service outages
- Avoid recurring faults and malfunctions by conducting thorough analyses of their causes
- Find solutions faster and more efficiently by accessing a proven and documented knowledge base (with optional integration of the USU KnowledgeCenter).

The Valuemation Problem Manager will enable you to analyze potential or actual faults and malfunctions and identify their causes. You'll detect problems faster and understand the relationships between faults/malfunctions and their causes. The quality and availability of your service operations will continuously increase because you now have a proven system in place for permanently solving problems by positively preventing their recurrence.

The Challenges Facing IT Service Desks

What tools are available to you to identify frequently occurring types of trouble tickets? How do you recognize whether faults/malfunctions could violate your service level agreements (SLAs)? How quickly and easily can you access

proven solutions and related information? Efficient problem management means quickly identifying the causes of problems and correcting them within the shortest possible time. Additionally, specialized questions require professional answers. No matter who handles the case – the front office, a specialist or an expert all the way up in third-level support – these answers must



be of consistently high quality. To make expert knowledge accessible and usable by non-experts, all service personnel needs full access to known solutions.

Fast Problem Recognition and Correction

The Valuation Problem Manager is based on ITIL® standards and enables you to quickly register, classify, prioritize, process and solve problems. Problem management is the process of investigating unknown causes of actual or potential incidents and systematically working toward their solution. Similar, related incidents can be linked to a given problem. This accumulation of incidents permits the generation of a model that makes causes of problems easier to identify.

Following this, the workarounds or solutions devised can be matched up with the problem and linked to similar, related incidents so that it's easier to correct the same fault/malfunction in the future and ensure even faster restoration of the affected IT service.

Detect Impacts on Business Services

Comprehensive information in the CMDB on device configurations, assigned components and their connections can be graphically displayed. This helpful overview of dependencies allows you to identify the cause of a problem more easily and quickly. Furthermore, you'll also be able to better assess the potential impact on IT services and the business processes that they support. Having ready access to service level agreements (SLAs) will help you to set priorities when making decisions.

Knowledge-Based Problem Solving

USU KnowledgeCenter is an optional solution database for IT service desks and shortens the problem-solving process dramatically. All relevant data sources (such as known-error databases, manuals, existing knowledge and solutions) can be searched in parallel with only one search query. This search function is provided directly in the ticket view, and the incident details relevant to finding a solution are automatically included in the search query. The integrated dialog-driven decision trees quickly guide service personnel from descriptions of the symptoms to a problem diagnosis and, if necessary, on to a description of a solution. For detailed information, please see our flyer "Solution Databases for IT Service Desks".

An Integrated Solution Brings Greater Efficiency

Valuation offers you a fully integrated, seamless solution for service desk management characterized by smooth transitions. All functions necessary to correct a problem can be launched directly in the problem management interface and are automatically forwarded as needed. The steps taken to solve the problem are fully and completely documented. The optional Valuation Dashboards allow you to measure and analyze service desk activities across the entire problem-solving process and let you manage your service desk based on ITIL®-compliant key performance indicators.

KEY FACTS

The Valuation Problem Manager is a module in the USU Valuation suite.

With the Valuation Problem Manager, you can do the following:

- *Establish standardized processes and ITIL®-compliant best practices at your IT service desk*
- *Accelerate the reporting, prioritization and processing of problems*
- *Link problems with incidents and change requests (RFCs), as appropriate*
- *Correct faults and malfunctions with the help of a solution database (with optional integration of the USU KnowledgeCenter).*

Other relevant Valuation modules:

- *Incident Manager*
- *Change Manager*
- *Service Request Manager*
- *Service Level Manager*
- *CMDB Manager*
- *Asset Manager*
- *Dashboards*
- *USU KnowledgeCenter*