# Problem management PBMG

Managing the life cycle of all problems that have occurred or could occur in delivering a service.

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| **Guidance Notes:**The primary objectives of problem management are to:* proactively prevent problems and resulting incidents from happening
* reactively resolve problems that have already happened
* eliminate recurring incidents
* minimise the impact of incidents that cannot be prevented.

Activities may include, but are not limited to:* detecting and logging problems
* classifying and prioritising problems
* initiating actions to resolve problems
* investigating and diagnosing problems
* implementing remedies to prevent future incidents
* reporting on problems.
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## Level 2

Assists with problem management tasks under routine supervision.
Helps in documenting problems and maintaining relevant records.
Helps detect and log problems in systems, processes, and services.
Assists in the classification and prioritisation of problems.

## Level 3

Investigates problems in systems, processes and services.
Contributes to the implementation of agreed remedies and preventative measures.

## Level 4

Initiates and monitors actions to investigate and resolve problems in systems, processes and services.
Determines problem fixes and remedies.
Collaborates with others to implemented agreed remedies and preventative measures.
Supports analysis of patterns and trends to improve problem management processes.

## Level 5

Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services.
Ensures that such problems are fully documented within the relevant reporting systems.
Enables development of problem solutions. Coordinates the implementation of agreed remedies and preventative measures.
Analyses patterns and trends and improves problem management processes.