FLYER

VALUEMATION PROBLEM MANAGER

Problem management must analyze the causes of IT problems and service outages that have already occurred and rectify them lastingly as soon as possible. It is also necessary to identify possible causes of potential problems in the future so that they can be prevented proactively. Problem management thus develops pinpointed measures to prevent and rectify problems, which are then used in incident management in order to enable rapid recovery of the affected IT service in the event of identical problems in future. Documentation of error situations and solutions, such as known errors and workarounds, and access to knowledge that can be used without the need for experts are therefore crucial to efficient incident and problem management.

Objectives
—— The Valuemation Problem Manager will enable you to analyze potential or actual faults and malfunctions and identify their causes. With the aid ofKPI-based analysis methods, you'll detect problems faster and better understand the relationships between faults/malfunctions and their causes.
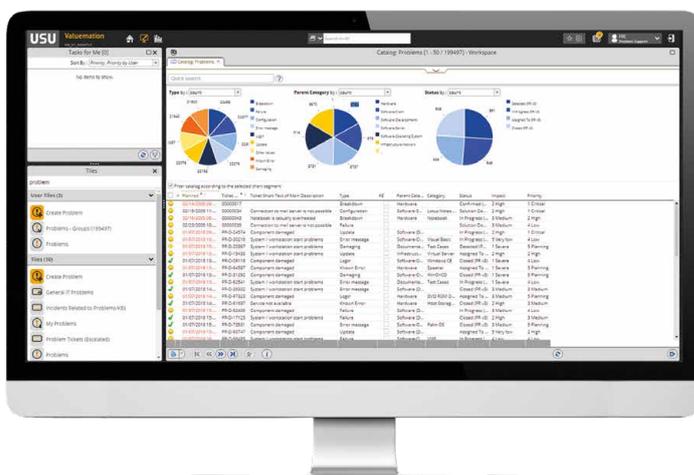
BENEFITS

Valuemation enables you to

Improve efficiency in IT service management by means of integrated, automated and ITIL®-compliant processes from ticket entry to troubleshooting

Identify and rectify problems quickly by means of insightful reports and targeted analysis of their causes

Eliminate potential problems proactively before they result in service outages or service level violations

Solve problems lastingly and efficiently, because you use proven solution knowledge and can document your own solutions

Analysis and handling of tickets in problem management

Solutions for known errors can be forwarded directly to change management in the form of a request for change and ways of rectifying the problem documented in a knowledge base.

Rapid Identification and Rectification of Problems

—— The Valuemation Problem Manager is based on standardized, ITIL®-compliant processes. It enables you to register, classify, prioritize, handle and solve problems efficiently. The Problem Manager helps your expert teams investigate and identify the causes of problems (known errors) and systematically develop solutions to rectify them. The qualified workarounds created in that may entail requests for changes, which you can initiate directly in the Problem Manager and then forward automatically by means of integrated processes. The problem ticket can be linked with associated incidents. As a result, the latter are likewise set to "solved" after problem resolution has been completed. All the steps in resolving a problem are automatically and completely documented in the ticket. The ticket catalog contains all ticket activities, including detailed incident descriptions.

Pinpointed Analysis and Proactive Elimination of Causes of Problems

—— This accumulation of incidents permits the generation of a model that enables causes of problems to be identified. They have to be eliminated as soon as possible – best of all proactively – so as to avoid disruptions to service availability. To identify potential causes of problems, Valuemation Analytics, – the integrated USU solution for IT analytics – offers you (optionally) insightful reports and dashboards and options for ad-hoc analyses. As a result, you can continuously measure your service performance and optimize problem resolution activities and service processes in a pinpointed way.

Detect Impacts on Business Services Immediately

—— The Valuemation CMDB Manager (optional) enables you to access comprehensive information on IT components and device configurations (CIs) and their availability in the problem resolution process. That and graphical depiction of connections make it easier for you to identify the causes of problems. You can also better assess dependencies of business services on IT services and CIs and the impacts of problems by means of a business impact analysis. Access to service level agreements (SLAs) also helps you to decide what priorities to set in handling problems.

Solve Problems Permanently on the Basis of Knowledge

—— The optionally integrated IT knowledge base Valuemation Knowledge Manager shortens your problem-solving process considerably: The solutions and workarounds formulated in problem management can be systematically transferred to the IT knowledge base and, if necessary, edited further there. Access to quality- assured solution knowledge and support by diagnostic prompts for complex technical questions mean that all service desk employees alike can handle incident reports and problems competently and professionally.