

# 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

The screenshot displays the 'PROBLEM RECORD ID - 82' interface. On the left is a sidebar with navigation icons for Dashboard, Reports, Incident, Request, Asset, Charge, Problem, Knowledge, CMDB, Catalog, and Admin. The main area is divided into two columns. The left column contains fields for Customer (Ravidatta H S, Bangalore), Status (Approved), Source (Incident Management), Log Time (2014-04-02 12:33:05 PM), RCA Deadline, Deadline (2014-04-15 12:00:00 AM), and Description (Ticket Refresh error while updating the ticket details in SUMMIT incident management module.). The right column contains a 'DETAILS' tab with sub-tabs: GENERAL, ROOT CAUSE ANALYSIS, LOGS, COST, DIAGNOSTIC, PROBLEM REVIEW, and RELATIONSHIP. The 'CLASSIFICATION' section includes Urgency (Medium), Priority (Medium), Impact (Medium), Classification (Incident), and Category (Infrastructure Tools/Summit/Incident Managen). The 'ASSIGNMENTS' section shows Workgroup (SUMMIT) and Assigned To (Ravidatta H S). Below this are sections for 'WORK AROUND', 'TESTING', 'RESOLUTION' (with fields for Solution, Resolution Time, and Violation Reason), and 'CLOSURE'. On the far right, an 'ACTIONS' sidebar includes buttons for APPROVAL and JOURNAL. At the top right of the main area are 'SUBMIT' and 'CANCEL' buttons.

## 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.

## 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

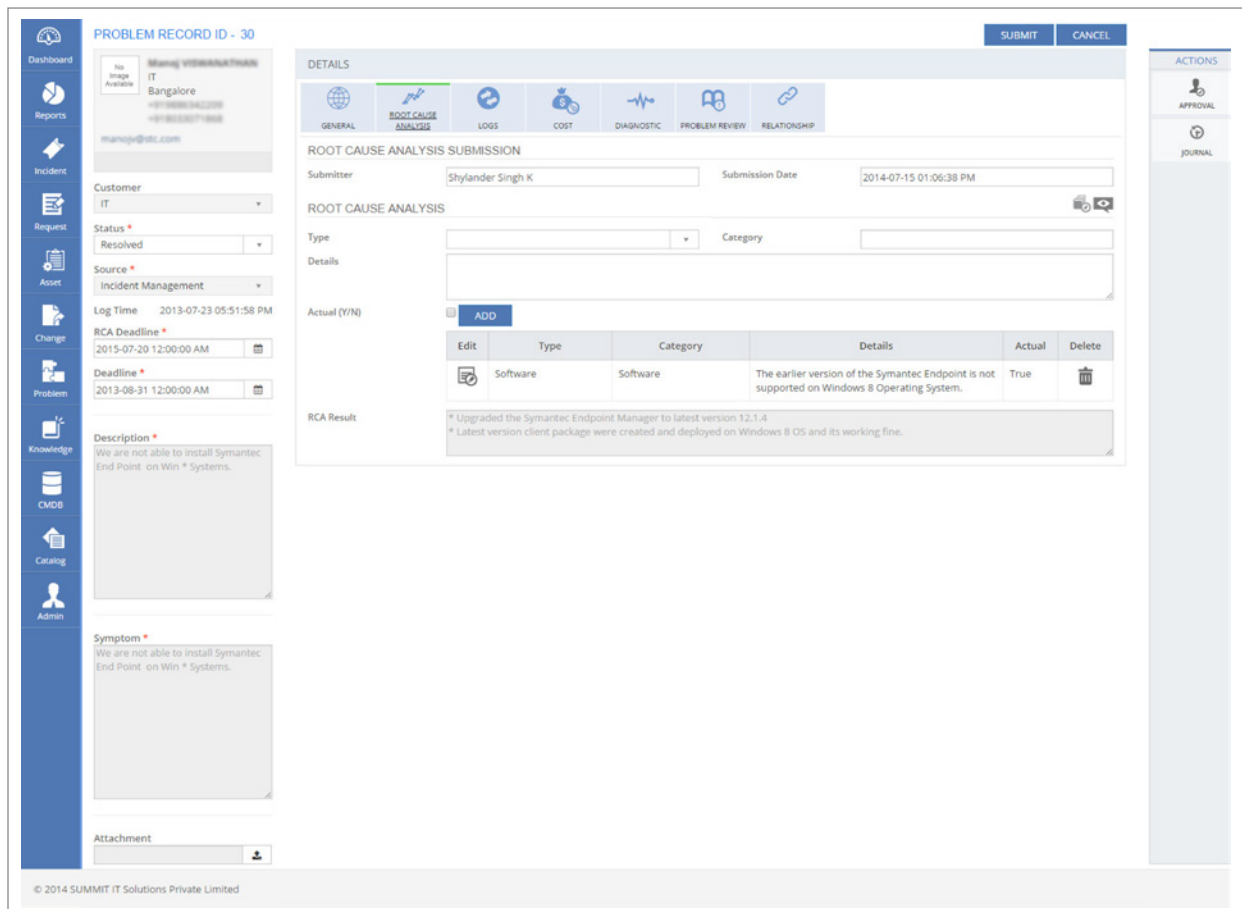
The SymphonyAI Summit application has a built-in tree structure to provide clarity in identification of the Problem Records (PRs) using two fields: classification and category..

## 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.

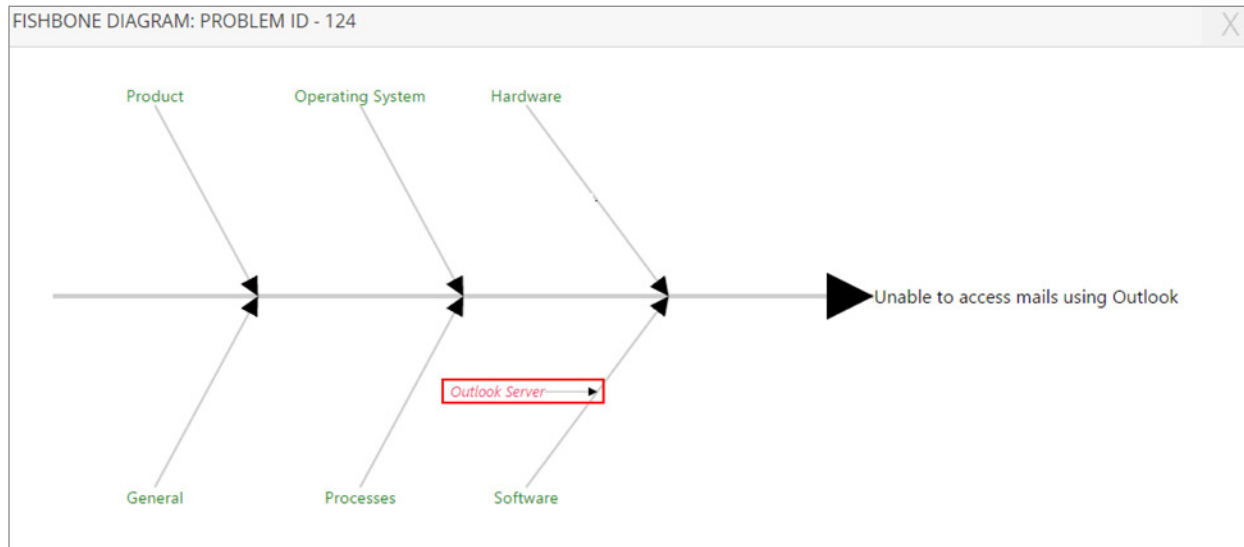


The screenshot displays the 'PROBLEM RECORD ID - 30' interface. The left sidebar contains navigation links: Dashboard, Reports, Incident, Request, Asset, Change, Problem, Knowledge, CMDB, Catalog, and Admin. The main content area is divided into two sections: 'DETAILS' and 'ROOT CAUSE ANALYSIS SUBMISSION'.

**DETAILS:** This section includes tabs for GENERAL, ROOT CAUSE ANALYSIS (selected), LOGS, COST, DIAGNOSTIC, PROBLEM REVIEW, and RELATIONSHIP. The 'ROOT CAUSE ANALYSIS SUBMISSION' form includes fields for Submitter (Shylander Singh K), Submission Date (2014-07-15 01:06:38 PM), Type, Category, and Details. Below this is a table for 'Actual (Y/N)' with columns for Edit, Type, Category, Details, Actual, and Delete. The table contains one entry for 'Software' with details: 'The earlier version of the Symantec Endpoint is not supported on Windows 8 Operating System.' and 'Actual' status 'True'.

**ROOT CAUSE ANALYSIS:** This section includes a 'Description' field with the text: 'We are not able to install Symantec End Point on Win \* Systems.' and a 'Symptom' field with the text: 'We are not able to install Symantec End Point on Win \* Systems.'.

**Footer:** The footer contains the copyright notice: '© 2014 SUMMIT IT Solutions Private Limited'.



## 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.

**NEW PROBLEM RECORD**

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**

Change : 4

Change - 71	Change - 117	Change - 164
Enable access to 66.37.206.2...	A Vertical-Net user has issu...	To create a separate group f...
Logged: 2007-03-07 12:33:35	Logged: 2007-03-30 11:16:58	Logged: 2007-04-19 08:01:42
Priority: Medium	Priority: High	Priority: High
Executive:	Executive:	Executive:
Closed	Closed	Closed

Change - 333
To provide access to pbn.sym...
Logged: 2007-07-12 11:40:12
Priority: High
Executive:
Closed

Link De-Link

## 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 <a href="#">More..</a>
Symptoms	2014-1-29 01:29:33 PM	Krishna Moorthy		Phone Lines are down in Bangalore Infospace Locat <a href="#">More..</a>
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.

SUBMIT
CANCEL

**AUTO ESCALATIONS**

Department \*

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DU

Facilities

Finance

Help Desk

HR

IT

Procurement

DETAILS

Modules \* Problem Management ▼

Workgroup Name \* Bangalore-Campus-Local-IT ▼

Priority \* Critical ▼

Escalation Levels for Approval 3 ▼

Escalation Levels for RCA Deadline 3 ▼

Escalation Levels for Closure Deadline 2 ▼

Active ☒

Note: One Escalation Levels is Mandatory.

APPROVALS ESCALATION LEVELS

Level	Day(s)	Hour(s)	Minute(s)	Mails
1	<span style="border: 1px solid #dee2e6; padding: 2px;">SELECT ▼</span>	<span style="border: 1px solid #dee2e6; padding: 2px;">00 ▼</span>	<span style="border: 1px solid #dee2e6; padding: 2px;">00 ▼</span>	<div style="border: 1px solid #dee2e6; height: 30px; margin-bottom: 5px;"></div> <div> <input type="checkbox"/> CC Analyst               <input type="checkbox"/> CC Workgroup             </div> <div> <input type="checkbox"/> CC Problem Managers               <input type="checkbox"/> CC Workgroup Owners             </div>
2	<span style="border: 1px solid #dee2e6; padding: 2px;">SELECT ▼</span>	<span style="border: 1px solid #dee2e6; padding: 2px;">SELECT ▼</span>	<span style="border: 1px solid #dee2e6; padding: 2px;">00 ▼</span> <span style="border: 1px solid #dee2e6; padding: 2px;">00 ▼</span>	<div style="border: 1px solid #dee2e6; height: 30px; margin-bottom: 5px;"></div> <div> <input type="checkbox"/> CC Analyst               <input type="checkbox"/> CC Workgroup             </div> <div> <input type="checkbox"/> CC Problem Managers               <input type="checkbox"/> CC Workgroup Owners             </div>
3	<span style="border: 1px solid #dee2e6; padding: 2px;">SELECT ▼</span>	<span style="border: 1px solid #dee2e6; padding: 2px;">SELECT ▼</span>	<span style="border: 1px solid #dee2e6; padding: 2px;">00 ▼</span> <span style="border: 1px solid #dee2e6; padding: 2px;">00 ▼</span>	<div style="border: 1px solid #dee2e6; height: 30px; margin-bottom: 5px;"></div> <div> <input type="checkbox"/> CC Analyst               <input type="checkbox"/> CC Workgroup             </div> <div> <input type="checkbox"/> CC Problem Managers               <input type="checkbox"/> CC Workgroup Owners             </div>

CLOSURE DEADLINE ESCALATION LEVELS

Level	Type	Day(s)	Hour(s)	Minute(s)	Mails
1	<span style="border: 1px solid #dee2e6; padding: 2px;">SELECT ▼</span>	<span style="border: 1px solid #dee2e6; padding: 2px;">SELECT ▼</span>	<span style="border: 1px solid #dee2e6; padding: 2px;">00 ▼</span>	<span style="border: 1px solid #dee2e6; padding: 2px;">00 ▼</span>	<div style="border: 1px solid #dee2e6; height: 30px; margin-bottom: 5px;"></div> <div> <input type="checkbox"/> CC Analyst               <input type="checkbox"/> CC Workgroup             </div> <div> <input type="checkbox"/> CC Problem Managers               <input type="checkbox"/> CC Workgroup Owners             </div>
2	<span style="border: 1px solid #dee2e6; padding: 2px;">SELECT ▼</span>	<span style="border: 1px solid #dee2e6; padding: 2px;">SELECT ▼</span>	<span style="border: 1px solid #dee2e6; padding: 2px;">00 ▼</span>	<span style="border: 1px solid #dee2e6; padding: 2px;">00 ▼</span>	<div style="border: 1px solid #dee2e6; height: 30px; margin-bottom: 5px;"></div> <div> <input type="checkbox"/> CC Analyst               <input type="checkbox"/> CC Workgroup             </div> <div> <input type="checkbox"/> CC Problem Managers               <input type="checkbox"/> CC Workgroup Owners             </div>

## 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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