
Ensure that the problem management system provides for adequate audit trail facilities that allow tracking, analyzing and determining the root cause of all reported problems, considering:

Problem Tracking and Resolution [1]

- ? All associated configuration items
- ? Outstanding problems and incidents
- ? Known and suspected errors
- ? Tracking of problem trends

Identify and initiate sustainable solutions addressing the root cause, raising change requests via the established change management process. Throughout the resolution process, problem management should obtain regular reports from change management on progress in resolving problems and errors. Problem management should monitor the continuing impact of problems and known errors on user services. In the event that this impact becomes severe, problem management should escalate the problem, perhaps referring it to an appropriate board to increase the priority of the (RFC or to implement an urgent change as appropriate. Monitor the progress of problem resolution against SLAs.

There are no PSGs published for this topic; however, the topic is under review for future PSGs

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