

## How HelpLINE supports your ITSM – PROBLEM MANAGEMENT

### Why Problem Management disciplines are needed

Recurring incidents are a real headache for users and often lead to reduced productivity. Failure to halt the recurrence of incidents leads to lost time and frustrated users. Effective problem management halts the recurrence of incidents and has benefits for the individual and the organisation as a whole.

### The goal of Problem Management

To minimise the adverse impact of incidents and problems on your business these are caused by errors within the IT infrastructure.

To prevent recurrence of Incidents related to these errors so that the organisation achieves:

- Accurate overview of known errors
- Insight into weak areas in the IT infrastructure
- More pro-active service support
- Bridging of incident management and change management
- Decrease in support cost because of better IT staff allocation

### Key Problem Management activities supported by HelpLINE

HelpLINE assists you to deliver effective and orderly Problem Management in the following areas:

Key Activity types	Supported by HelpLINE
Problem control	✓
Error control	✓
Proactive problem prevention	✓
Trend analysis	✓
Problem management information data flow	✓
Major proactive problem reviews	✓

### Benefits achievable through HelpLINE functionality

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The main benefits to be gained by implementing a Problem Management process are as follows:-

- Improved IT service quality
- High-quality reliable service
- Incident volume reduction
- Permanent solutions
- Improved organisational learning
- Improved user productivity
- Better first-time fix rate