

# Problem Management RACI Matrix

## Roles

<b>Problem Management Roles</b>	
<b>Role</b>	<b>Abbreviation</b>
<b>Problem Manager</b>	<b>PM</b>
<b>Problem Analyst</b>	<b>PA</b>
<b>ISRM</b>	<b>ISRM</b>
<b>Change Management</b>	<b>CM</b>
<b>CI Owner</b>	<b>CIOW</b>
<b>TBD</b>	
<b>TBD</b>	

\* These terms are referenced throughout the Problem Management process model

**PM** = Problem Manager **PA** = Problem Analyst  
**ISRM** = Incident & Service Request Management  
**CHG** = Change Management

#	Activities	IT					
		PM	PA	ISRM	CHG	CIOW	
3.1	Perform Proactive Problem Management						
3.1.1	Analyze Incident and Problem Analysis Records		A,R				
3.1.2	Perform Trend Analysis		A,R				
3.1.3	Determine Most Active Support Areas	C	A,R				
3.1.4	Identify Problems	I	A,R				

**Legend: R=Responsible A=Accountable C=Consult Before I=Inform After**

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#	Activities	IT					
		PM	PA	ISRM	CHG	CIOW	
<b>3.2</b>	<b>Perform Problem Control</b>						
<b>3.2.1</b>	<b>Perform Problem Identification</b>						
3.2.1.1	Review Incident-related Data	R,A					
3.2.1.2	Is an Escalated Incident a Problem?	R,A					
3.2.1.3	Analyze Frequency & Severity of Incidents	R,A					
3.2.1.4	Correlate Incidents	R,A					
3.2.1.5	Analyze Change Data	R,A					
3.2.1.6	Analyze Operational Data	R,A					
3.2.1.7	Problem Identified?	R,A					
<b>3.2.2</b>	<b>Perform Problem Logging &amp; Classification</b>						
3.2.2.1	Create Problem Record	R,A					
3.2.2.2	Link Incidents to Problem Record	R,A					
3.2.2.3	Categorize Problem	R,A					
3.2.2.4	Determine and Set Business Impact	R,A					
3.2.2.5	Determine Urgency of Problem	R,A					
3.2.2.6	Prioritize Problem	R,A					
<b>3.2.3</b>	<b>Assign Resources to Problem</b>						
3.2.3.1	Determine Resources Required to Resolve Problem	R,A		C	C	C	
3.2.3.2	Problem Resolution Team Required?	R,A					
3.2.3.3	Designate Problem Resolution Team	R,A					
3.2.3.4	Assign Problem to Problem Resolution Team	R,A					
3.2.3.5	Assign Problem to Problem Analyst	R,A	I				
3.2.3.6	Update Problem Record With Assignment Data	R,A					
3.2.3.7	Monitor & Coordinate Problem Resolution Activities	R,A					
<b>3.2.4</b>	<b>Perform Problem Investigation &amp; Diagnosis</b>						
<b>3.2.4.1</b>	<b>Validate Problem</b>						
3.2.4.1.1	Review Problem Record Details		R,A				
3.2.4.1.2	Valid Problem?	C	R,A			C	
3.2.4.1.3	Recommend Abandonment	C	R,A				
<b>3.2.4.2</b>	<b>Check for Problem Duplication</b>						
3.2.4.2.1	Review Problem Database to Determine Duplication		R,A				
3.2.4.2.2	Duplicate Problem?		R,A				

#	Activities	IT					
		PM	PA	ISRM	CHG	CIOW	
3.2.4.2.3	Update Duplicate Problem Record		R,A				
3.2.4.2.4	Recommend Abandonment		R,A				
<b>3.2.4.3</b>	<b>Perform Root Cause Analysis</b>						
3.2.4.3.1	Isolate Root Cause of Problem		R,A				
3.2.4.3.2	Root Cause Identified?		R,A				
3.2.4.3.3	Update Problem Record With Root Cause		R,A				
3.2.4.3.4	Faulty CI?		R,A			C	
3.2.4.3.5	Flag Problem as Known Error*		R,A				
3.2.4.3.6	Determine Additional Resource Requirements	C	R,A				
3.2.4.3.7	More Resources Required?	C	R,A	C			
3.2.4.3.8	Abandon Root Cause Analysis?	C	R,A				
<b>3.2.4.4</b>	<b>Recommend Abandonment</b>	I	R,A				
<b>3.2.4.5</b>	<b>Review Abandonment Recommendation</b>	R,A	C				
<b>3.2.4.6</b>	<b>Abandon Problem Investigation &amp; Diagnosis?</b>	R,A					
<b>3.2.4.7</b>	<b>Update Abandon Problem Record</b>	R,A					
<b>3.2.4.8</b>	<b>Request Additional Resources</b>	I	R,A				

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3.3-3.4

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#	Activities	IT					
		PM	PA	ISRM	CHG	CIOW	
<b>3.3</b>	<b>Perform Error Control</b>						
<b>3.3.1</b>	<b>Perform Error Identification &amp; Assessment</b>						
<b>3.3.1.1</b>	<b>Review Release Notes</b>		R,A				
<b>3.3.1.2</b>	<b>Create Known Error Records</b>		R,A				
<b>3.3.1.3</b>	<b>Work on Release Error?</b>	C	R,A				
<b>3.3.1.4</b>	<b>Perform Problem Assessment</b>		R,A				
<b>3.3.1.5</b>	<b>Perform Identification of Permanent Fix</b>						
3.3.1.5.1	Attempt to Identify Permanent Fix		R,A			C	
3.3.1.5.2	Permanent Fix Identified?	I	R,A				
3.3.1.5.3	Flag Problem as Known Error**		R,A				
3.3.1.5.4	Determine Permanent Fix Availability	I	R,A			I	
3.3.1.5.5	Update Problem Record With Permanent Fix		R,A				
3.3.1.5.6	Permanent Fix Available Now?	I	R,A			I	
3.3.1.5.7	Attempt to Identify Problem Workaround		R,A				
3.3.1.5.8	Problem Workaround Found?	I	R,A			I	
3.3.1.5.9	Flag Problem as Known Error		R,A				
3.3.1.5.10	Update Problem Record With Workaround		R,A				
3.3.1.5.11	Abandon?	C	R,A				
<b>3.3.1.6</b>	<b>Update Knowledge Database</b>		R,A				
<b>3.3.2</b>	<b>Perform Error Correction</b>						
<b>3.3.2.1</b>	<b>Develop and Test Error Correction Plan</b>						
3.3.2.1.1	Develop Error Correction Plan	C	R,A			C	
3.3.2.1.2	Perform Test of Corrective Actions		R,A				
3.3.2.1.3	Corrective Actions Test Successful?	I	R,A			I	
3.3.2.1.4	Try Corrective Actions Test Again or Reassess?		R,A				
3.3.2.1.5	Review Test Results and Update Error Correction Plan	I	R,A			I	
3.3.2.1.6	Approve Error Correction Plan	R,A	C			C	
3.3.2.1.7	Correction Plan Approved?	R,A					
3.3.2.1.8	Update Problem Record With Correction Plan Rejection	R,A					
3.3.2.1.9	Update Problem Record With Correction Plan Approval		R,A				
3.3.2.1.10	Update Knowledge Database		R,A				
<b>3.3.2.2</b>	<b>Execute Error Correction Plan</b>						

3.3-3.4

#	Activities	IT					
		PM	PA	ISRM	CHG	CIOW	
3.3.2.2.1	Determine if RFCs Required for Corrective Actions		R,A				
3.3.2.2.2	RFCs Required for Error Correction?		R,A				
3.3.2.2.3	Apply Corrective Actions	I	R,A			C,I	
3.3.2.2.4	Update Problem Record with Corrective Actions		R,A				
3.3.2.2.5	<b>Create RFCs to Correct Error</b>						
3.3.2.2.5.1	Submit RFCs to Correct Error		R,A		I		
3.3.2.2.5.2	Update Problem Record With RFC Information		R,A				
3.3.2.2.5.3	Monitor RFC Progress		R,A				
3.3.2.2.5.4	RFCs Completed?		R,A				
3.3.2.2.6	<b>Check Status of All Corrective Actions</b>		R,A				
3.3.2.2.7	<b>All Corrective Actions Complete?</b>		R,A				
3.3.2.3	<b>Monitor Error Correction</b>						
3.3.2.3.1	Monitor Reported Incidents		R,A				
3.3.2.3.2	Any New Incidents Related to Corrected Problem?		R,A	C			
3.3.2.3.3	Has Monitoring Period Expired?		R,A				
3.3.2.3.4	Analyze Related Incidents		R,A				
3.3.2.3.5	Do Incident Data Disprove Corrective Actions?		R,A	C			
3.3.2.3.6	Update Problem Record as Unresolved	I	R,A				
3.3.3	<b>Review Error Correction</b>						
3.3.3.1	Review Problem History and Resolution Data		R,A				
3.3.3.2	Confirm Error Correction		R,A			C	
3.3.3.3	Error Corrected?	I	R,A				
3.3.3.4	Update Problem Record as Resolved		R,A				
3.3.3.5	Update Problem Record as Unresolved		R,A				
3.3.4	<b>Update Knowledge Database</b>		R,A				
3.3.5	<b>Review Abandonment Recommendation</b>	R,A	C				
3.3.6	<b>Determine Problem Disposition</b>	R,A	C				
3.3.7	<b>Return to Root Cause Analysis?</b>	R,A	I				
3.4	<b>Review &amp; Close Problem Record</b>	R,A					

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