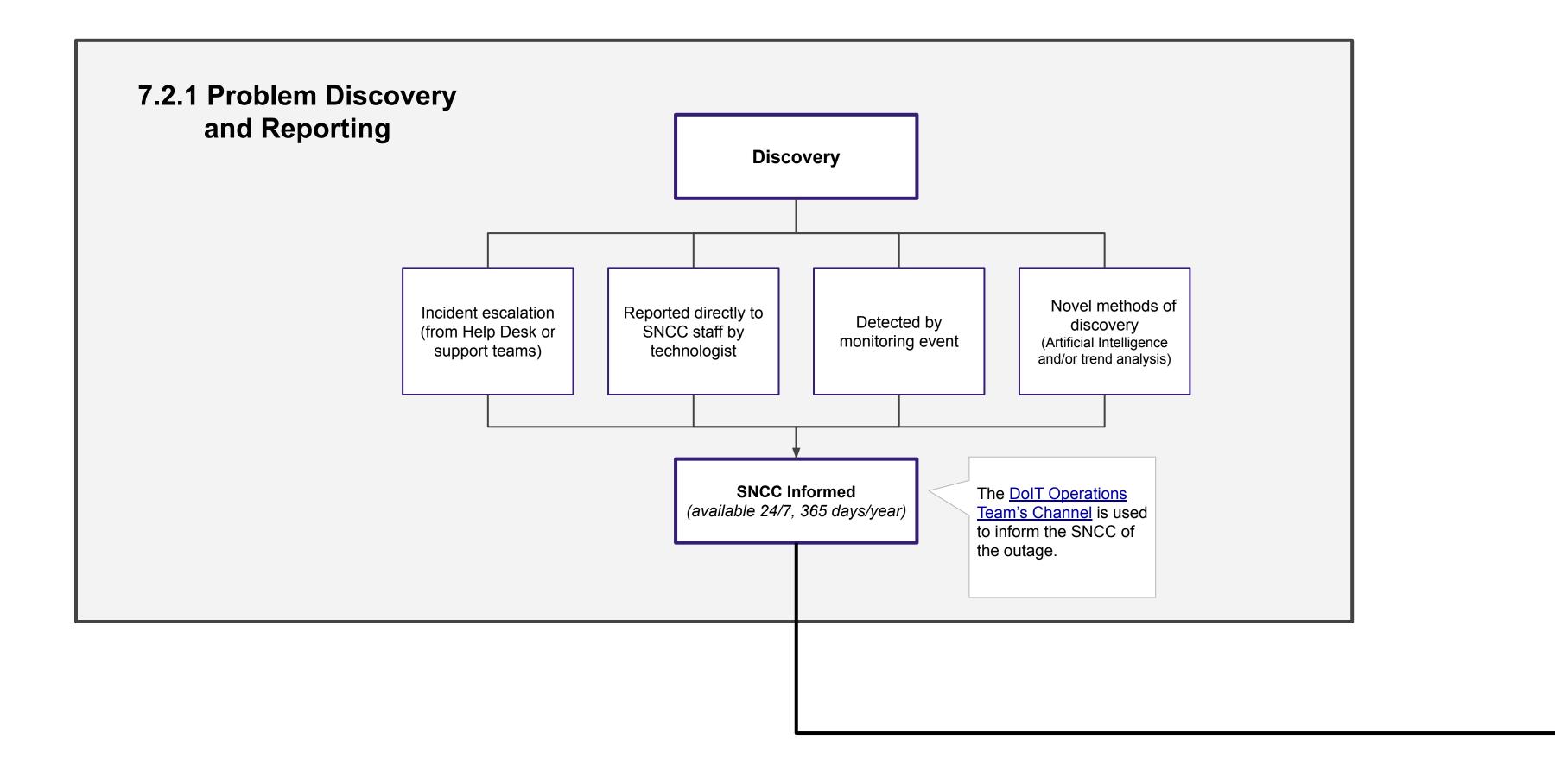
Problem Management

DoIT Operational Framework - Section 7.0

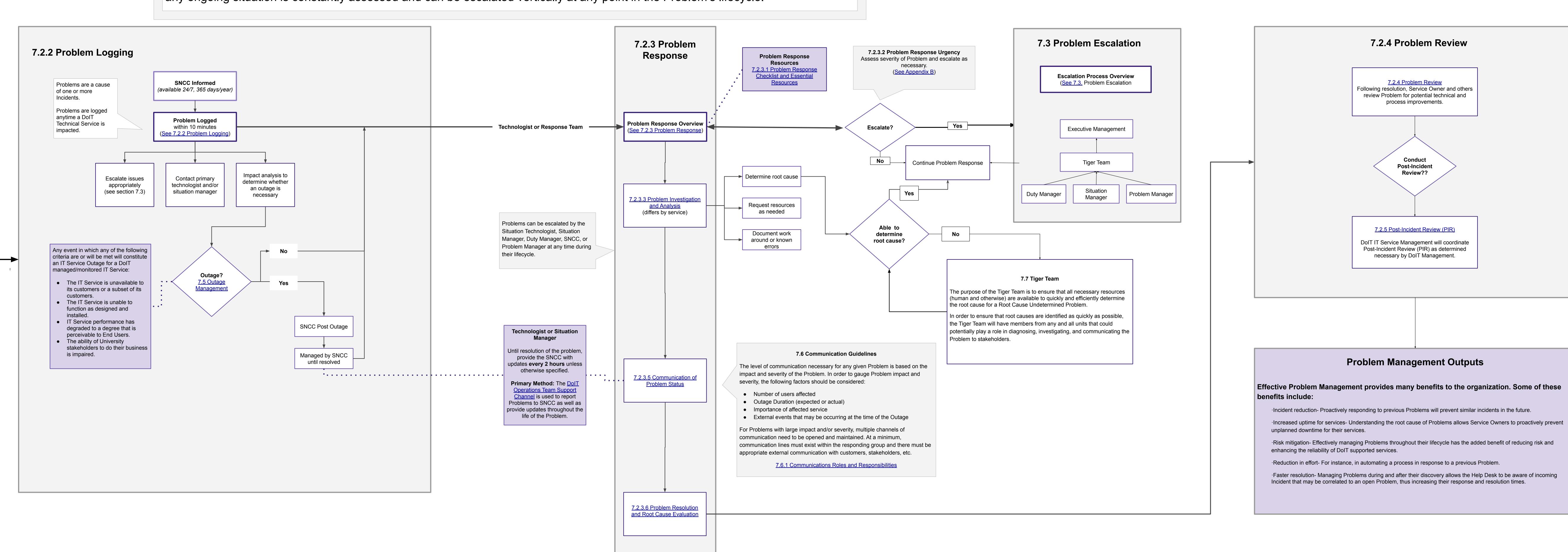
Scalable Problem Response

DoIT's Problem Response process is fundamentally scalable with a hierarchical escalation path for all situations. The severity of any ongoing situation is constantly assessed and can be escalated vertically at any point in the Problem's lifecycle.





DoIT Service Management



7.2.4 Problem Review

7.2.4 Problem Review
Following resolution, Service Owner and others

review Problem for potential technical and

process improvements.

Post-Incident Review??

7.2.5 Post-Incident Review (PIR)

DoIT IT Service Management will coordinate

Post-Incident Review (PIR) as determined

necessary by DoIT Management.

Problem Management Outputs