

Problem Management

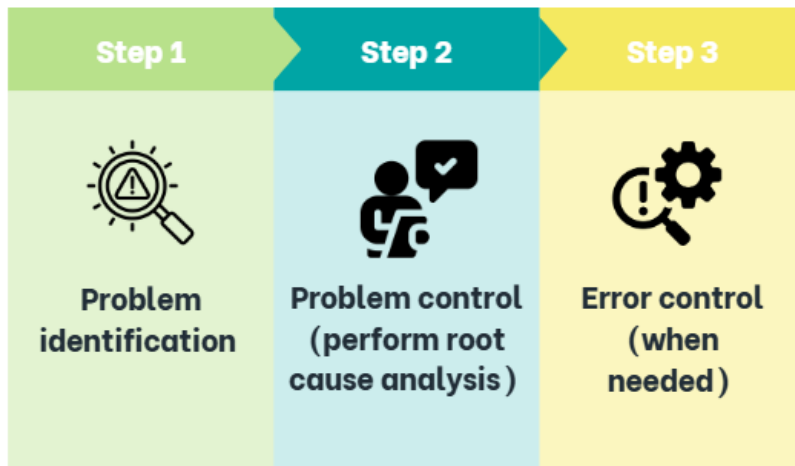
Objective 🎯

The purpose of the problem management practice is **to reduce the likelihood and impact of incidents** by identifying actual and potential causes of incidents and managing workarounds and known errors (with sometimes a removal)

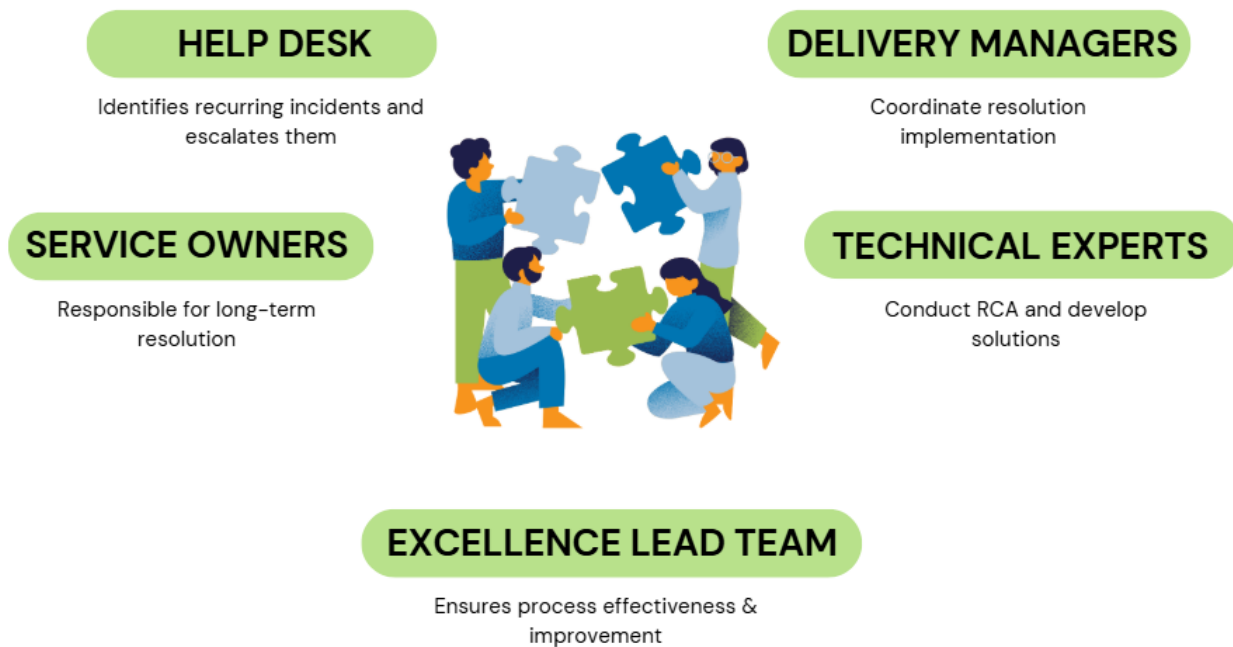
Scope 🌐

It covers the **entire problem lifecycle**—from **qualification** to **resolution and closure**—ensuring continuous service improvement and engaging all relevant stakeholders, including **users, suppliers, IT, and GBS**.

Main activities 📋



Main roles & responsibilities 🧑‍🤝‍🧑



Useful contacts

 **Excellence Lead:** Matthias Sielaff

 **Problem Process Leader:** To be completed by the new team

Need more info

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