

Documentation PM

 **Everything you need is right here**, from kickoff decks and workshop materials to PDDs and more, making it easy to find exactly what you're looking for and get up to speed fast !

Explore essential decks and templates:

- [KickOff_Problem_Management](#)
- [Procedure definition V1](#)
- [Problem_Management_RCA_Tool](#)
- [Problem_Management_Record_Template](#)

Tutorials to help you better understand the process within the tool:

- [Creating a Known Error in SmartIT.mp4](#)
- [How to Create a Problem Ticket in Smart IT.mp4](#)



PDD PM



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