

# Useful Cards PM

Welcome to your ultimate toolkit!

Think of this space as your personal **cheat sheet central** — packed with all the key cards you need to **navigate processes like a pro**.

Whether you're looking for **quick refreshers, extra insights, or a handy guide to help you master the flow**, these cards are here to **support you every step of the way**.

It's giving *Back to School vibes*, but way more useful — helping you **adopt processes faster** and **build the knowledge you need to shine**.

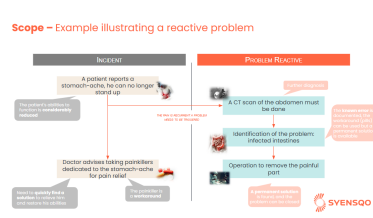
## How to Differentiate an Incident from a Problem

	Incident	Problem
<b>Definition</b>	Unplanned, undesirable event	Underlying cause of incidents
<b>Objective</b>	Minimize the impact of the event on the organization	Identify the root cause of the event to prevent it from happening again
<b>Scope</b>	Individual	Organizational
<b>Timeframe</b>	Immediate	Long-term
<b>Resolution</b>	Resolution of the event	Resolution of the underlying cause
<b>Examples</b>	<ul style="list-style-type: none"> <li>Website outage</li> <li>Medical emergency</li> <li>Customer service issue</li> </ul>	<ul style="list-style-type: none"> <li>Process inefficiency</li> <li>Communication breakdown</li> <li>System error</li> </ul>

**Key points to remember**

- Incidents are symptoms, problems are causes
- Incidents are reactive, problems are proactive

## Illustration 1 of how to differentiate an incident from a problem



## Illustration 2 of how to differentiate an incident from a problem

