I. PURPOSE
The purpose of this document is to define the Problem Management policies for use across the University Information Technology (UIT) and the Information Technology Services (ITS) organizations.

II. OBJECTIVE
The objective of Problem Management is to minimize the adverse impacts of incidents and problems on the business caused by errors in the IT infrastructure and to initiate actions to prevent recurrence of incidents related to those errors.

III. SCOPE
This policy applies to all UIT/ITS employees, contractors, vendors, departments, business areas, functional areas, and affiliated organizations.

IV. POLICY
There shall be documented processes and procedures to identify problems and appropriate resolution methodologies to minimize or avoid the impact of incidents and problems.

Problems shall be managed according to the defined processes and procedures.

The Organization shall analyze data and trends on incidents and problems to identify root causes, workarounds, and potential preventative actions.

Where the root cause has been identified, but the problem has not been or cannot be permanently resolved, the Organization shall identify actions to reduce or eliminate the impact of the problem on the services.

Known errors shall be recorded in the Known Error Database (KEDB). Known deficiencies in production services will be documented as known errors.

Problems requiring changes to a Configuration Item shall be resolved by raising a request for change (RFC) through the Change Management process.

The effectiveness of problem resolution shall be monitored, reviewed, and reported.

Up-to-date information on known errors and problem resolutions shall be provided to the Incident and Service Request Management processes

V. REGULATORY INFORMATION
NA
VI. GOVERNANCE
The Process Owner is responsible for the enforcement of this policy and the approved processes and procedures related to implementation of the policy.

VII. ENFORCEMENT AND EXCEPTIONS
This binding policy document is approved by the UIT/ITS's Executive Leadership Team. Infractions of these policies could result in disciplinary action.

Exceptions to these policies can be approved by the UIT/ITS's Executive Leadership Team.

Changes to corresponding Processes and Procedures may be made by the Process Owner.

VIII. POLICY REVIEW
The applicable policy, process, and procedure documents shall be audited, reviewed, and revised as necessary at a minimum interval of every two (2) years to ensure relevance, fit for purpose, and fit for use.

The applicable processes and procedures shall be audited, reviewed, and revised as necessary when the Policy is modified.

IX. REFERENCES
Definitions Document
Problem Management Process

X. APPROVALS

| Approval Body: |
| Approval Date: |
| Policy Owner: |
| Origin Date: |

XI. REVISION HISTORY

<table>
<thead>
<tr>
<th>Date</th>
<th>Revision #</th>
<th>Description of Change</th>
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<td>09.09.15</td>
<td>1.0</td>
<td>Initial creation.</td>
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