Troubleshooting flowchart

Assess the incident
and notify affected users

↓

Apply workaround (Incident
Management)

↓

Is a permanent
resolution required —— no —→ Log resolution and
close incident

↓ yes

Allocate to Problem Management
and perform root cause analysis
to understand the problem

↓

Implement permanent fix (using
Change Management for major
ICT infrastructure changes)

↓

Apply monitoring for
the known problem

↓

Fully document all activities
and resolutions in the incident-
and problem-logging tool

↓

Close problem