

# ***HP ServiceCenter 6.2- Problem Management User Guide***

*Revision Date: 2012*

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## **Overview**

The ServiceCenter® Problem Management module implements IT Infrastructure Library (ITIL) best practices to find permanent solutions for recurring Incidents and events identified through proactive monitoring. Problem Management handles the complete lifecycle by integrating the Incident and Change Management processes to apply a complete and closed-loop approach.

Using Best Practice methods, ServiceCenter® is a comprehensive and fully integrated IT Service Management tool that enables NG to improve service levels, balance resources and control cost. ServiceCenter® with embedded ITIL-based best practices quickly deploys consistent, integrated work processes across every part of the organization.

## **Purpose**

The purpose of this training manual is to educate users on the ServiceCenter® v.6.X functionality. Through the information in this Training Manual, the user will review how to navigate and perform Problem Management tasks through the tool. The user will gain awareness of the features, functionality, and incorporated enhancements as they relate to ServiceCenter® v.6.X.

## Document Conventions

Document Conventions	<b>Bold</b>	Used for emphasis, commands, options, switches, and literal portions of syntax that must appear exactly as shown.
	<i>Italic</i>	Used for field names, file names, variables, and placeholders that represent the type of text required.
		Used for clarification and helpful hints.
		Used to alert the user of a potential problem or gives critical information.
		Used to designate the beginning of a set of step-by step instructions.
Sources of Help	All questions, access requests, or problems associated with ServiceCenter should be directed to the Service Desk.	

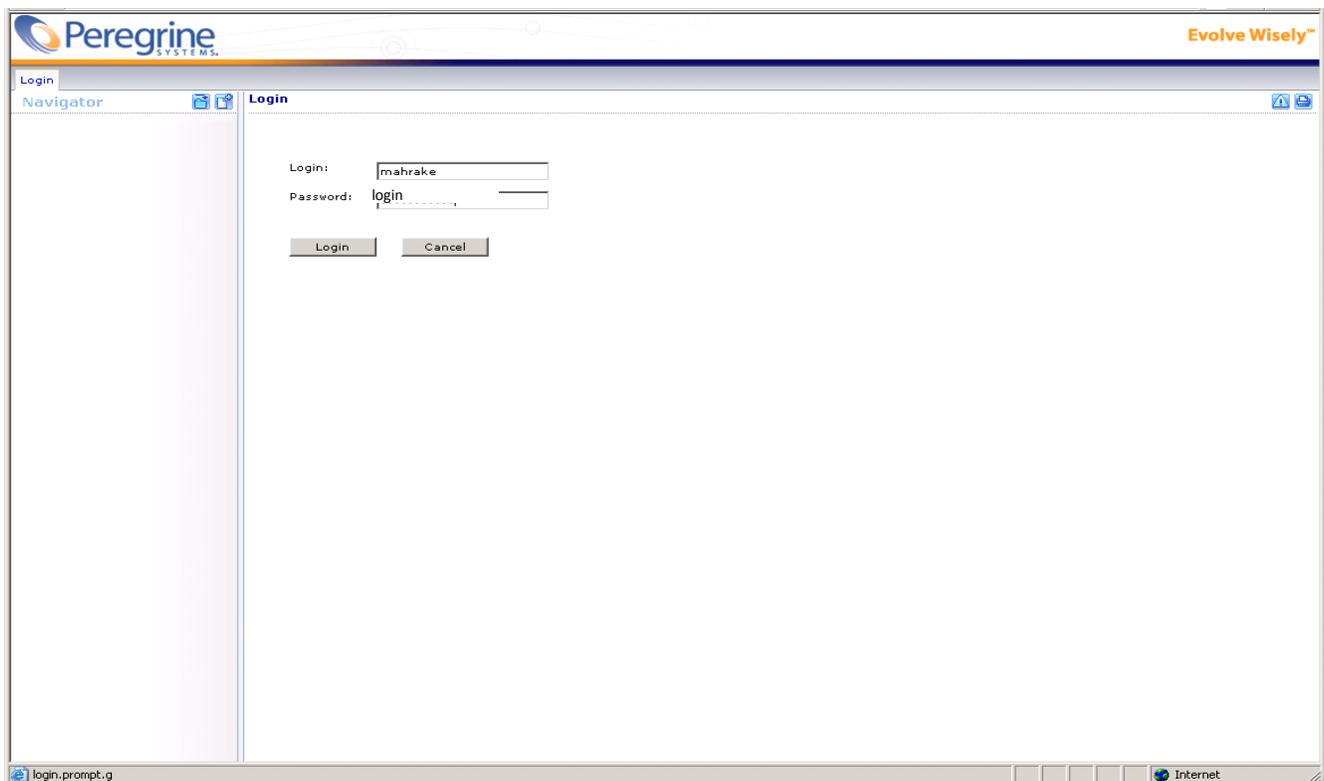
# Lesson 1: Logging in to ServiceCenter®

## Web Client

1. Type the assigned user name and secure password.

**NOTE:** Type **complete** user name, **(email account)** and secure password. **(john.doe@ngc.com)**. The password length must be between 8-10 characters it allows, alpha, numeric, and special characters a minimum of one each. Service center keeps 13 passwords before allowing a repeat, each password must be reset every 90 days and there is no minimum reset requirement.

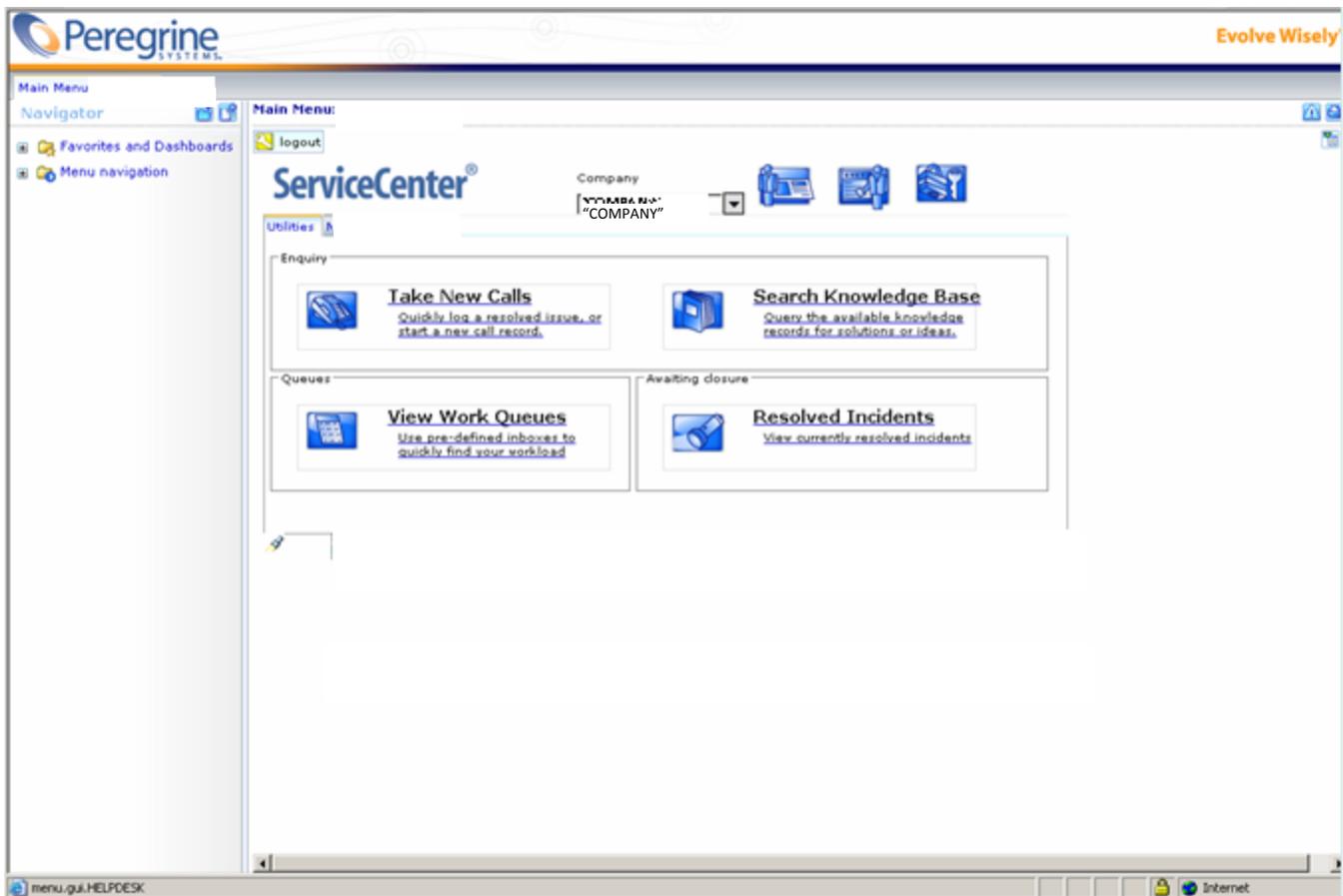
2. Click the **Login** button to authenticate.



The screenshot displays the login interface for Peregrine Systems. At the top left is the 'Peregrine SYSTEMS' logo, and at the top right is the tagline 'Evolve Wisely™'. The main content area is titled 'Login' and contains two text input fields. The first field, labeled 'Login:', has the text 'mahrake' entered. The second field, labeled 'Password:', has the text 'login' entered. Below these fields are two buttons: 'Login' and 'Cancel'. The browser's address bar at the bottom left shows 'login.prompt.g', and the status bar at the bottom right shows 'Internet'.

3. After successful authentication, the following screen will appear:

**NOTE:** Screen view may differ depending on profile



Note: The screen also contains tools for system navigation located to the left of the logout button.

**System Navigator** - The System Navigator is a navigational structure that can be expanded and collapsed to view ServiceCenter® menus, tables, fields, forms, and other integral components.

**Editor** – The editor uses menus and tabs for navigation similar to previous versions of ServiceCenter®.

**Fast View** - Fast views are stored on the shortcut bar (the list of icons on the far left of the screen). When a fast view is created, the view minimizes to the shortcut bar where the user can access it when the shortcut bar icon is selected. Note: This is for the Windows client only.

**Perspective** – Perspective is a new feature that allows an end-user to customize one or more views to provide all of the data and tools needed to complete a ServiceCenter® task. ServiceCenter® has a default perspective that is standard for accessing ServiceCenter® forms and data. Note: This is for the Windows client only.

There are eight major activities surrounding a Problem. Those activities are:

- Opening a Problem from an Incident
- Opening a Stand-alone Problem
- Searching / Querying Problems
- Updating Problems
- Opening a Known Error
- Opening a Request for Change (RFC) from an Error Record

- Assigning a Task
- Closing a Task

## Lesson 2: Opening a Problem from an Incident

1. From the Incident Record, navigate to the **Related Records** tab, (detail) icon.
2. There are two menu icons at the top right of the screen. The icon on the left is the **list** icon; the icon to the right is the **detail** icon. Click the **detail** icon.

The screenshot displays the Peregrine Systems interface for incident management. At the top, the logo 'Peregrine SYSTEMS' and 'Evolve Wisely™' are visible. The main menu shows 'margaret.freeman@ngc.com' and 'Update Incident Number IM10510'. The left sidebar contains 'Navigator', 'Favorites and Dashboards', and 'Men'. The main area shows a table of incidents with columns for Incident ID, Open Time, Update Time, Alert Status, Category, and Brief Description. The incident IM10510 is highlighted in yellow. Below the table, the incident details for IM10510 are shown, including the title 'Request BSS to update VITA's on-boarding system.', alert status 'DEADLINE ALERT', category 'software', and various assignment and priority fields. A red box highlights two menu icons at the top right of the main area, and a blue arrow points to the detail icon.

Incident ID	Open Time	Update Time	Alert Status	Category	Brief Description
IM10510	03/16/07 11:28:42	08/07/07 10:38:18	DEADLINE ALERT	software	Request BSS to update VITA's on-boarding system.
IM11308	03/22/07 08:41:06	08/09/07 14:13:51	DEADLINE ALERT	mainframe	Control-M was unable to successfully communicate with the following Windows servers:
IM12650	03/30/07 10:23:54	07/09/07 07:00:34	DEADLINE ALERT	inquiry	EAAS service request - Create new online form

Incident Title: Request BSS to update VITA's on-boarding system.

Alert Status: DEADLINE ALERT

Category: software

Subcategory: enterprise

Product Type: development

Problem Type: hr extranet/onbding appl te

Manufacturer: Unknown

Class:

Contact Time:

Contract:

Company: VA

Owner: kimberly.fogg@vita.virginia.gov

Primary Asgn Group: EAAS-HR EXTRANET/HRONBOARD TECHNICAL

Assignee Name: john.gordon@vita.virginia.gov

Second Asgn Group:

Second Assignee Name:

Hot Ticket:

Severity: person@company

User Priority: Medium

Cause Code:

Site:

Ticket Source:

3. Expand the menu to **Related – Problems – Open**.

Main Menu: New Call x Update Incident Number IM13715 x  
 Update Incident Number IM13715

OK  Cancel  Previous  Next  Save  Undo  Resolve  Find  Fill  Clocks

Incident ID	Open Time	Update Time	Alert Status	Category	Brief Descrip
IM13711	04/08/07 23:01:29	04/08/07 23:01:29	open	TELECOM	TEST IM
IM13707	04/06/07 20:32:10	04/09/07 17:18:13	updated	NETWORK_NGC	Problem test
IM13631	04/02/07 17:25:26	04/08/07 23:08:17	updated	USER/DESKTOP	PROBLEM-SO
IM13660	04/03/07 11:28:15	04/03/07 11:28:15	open	ACCESS SECURITY/MODIFICATIONS	
<b>IM13715</b>	<b>04/08/07 23:38:26</b>	<b>04/08/07 23:38:26</b>	<b>open</b>	<b>USER/DESKTOP</b>	<b>Test</b>
IM13699	04/06/07 09:23:24	04/08/07 22:56:31	updated	ACCESS SECURITY/MODIFICATIONS	testing probl

**IM13715** Ticket Status:

Incident Title:

Incident Details | Company Specific Information | Activities | Contact | Asset | Attachment | SLA | Histo

Associate  
 View  
 Open

Call ID	Open Time	Owner	Status
CALL19222	04/08/07 23:36:24	"	Open - Linked

Set Reminder  
 Suspend Incident  
 Print Record  
 Clone  
 Page List  
 Lookup Cause  
 Find Solution

Related  
 Change Category  
 Add/Edit Contact  
 View Alert Log  
 Generate Maintenance  
 Create Hot News

Calls  
 Incidents  
 Changes  
 Quotes  
 Problems

Note: The following screen shown below will appear:

The screenshot displays the 'New Problem Management' interface in the Peregrine Systems application. The interface is organized into a left-hand 'Navigator' pane and a main content area. The Navigator pane lists various menu items such as 'Call Queue', 'Contacts', 'Helpdesk Incidents', 'Incident Queue', 'Locations', 'Password Change', 'Password Reset', 'Resolved Incidents', 'Search Knowledge', 'System Bulletin', and 'Take New Calls'. The main content area is titled 'Problem Control - Problem Identification and Classification'. It contains several sections: 'Record Information' with fields for 'Record Number' (PM000028), 'Status' (Open), and 'Expected Resolution Date'; 'Brief Description' with the text 'Test'; 'Classification' tabs (Classification, Companies, Attachments, SLA, Related Records, History, Workflow); 'Primary Configuration Item' and 'Affected CI Count' fields; 'Categorization' section with dropdowns for 'Category' (USER/DESKTOP), 'Subcategory' (VIRUS REMOVAL), 'Product Type' (DESKTOP), and 'Problem Type' (SOFTWARE ISSUES), along with 'Related Incident Count', 'Impact', and 'Urgency' fields; 'Problem Description' with a text area containing 'PROBLEM-VIRUS REMOVAL'; 'Coordination' section with 'Assignment Group' and 'Problem Owner' dropdowns; and 'Affected Configuration Items' table with columns for 'Configuration Item', 'Device Type', 'Location', and 'Assignment Group'.

Note: Some information from the Incident will automatically carry over into the new Problem.

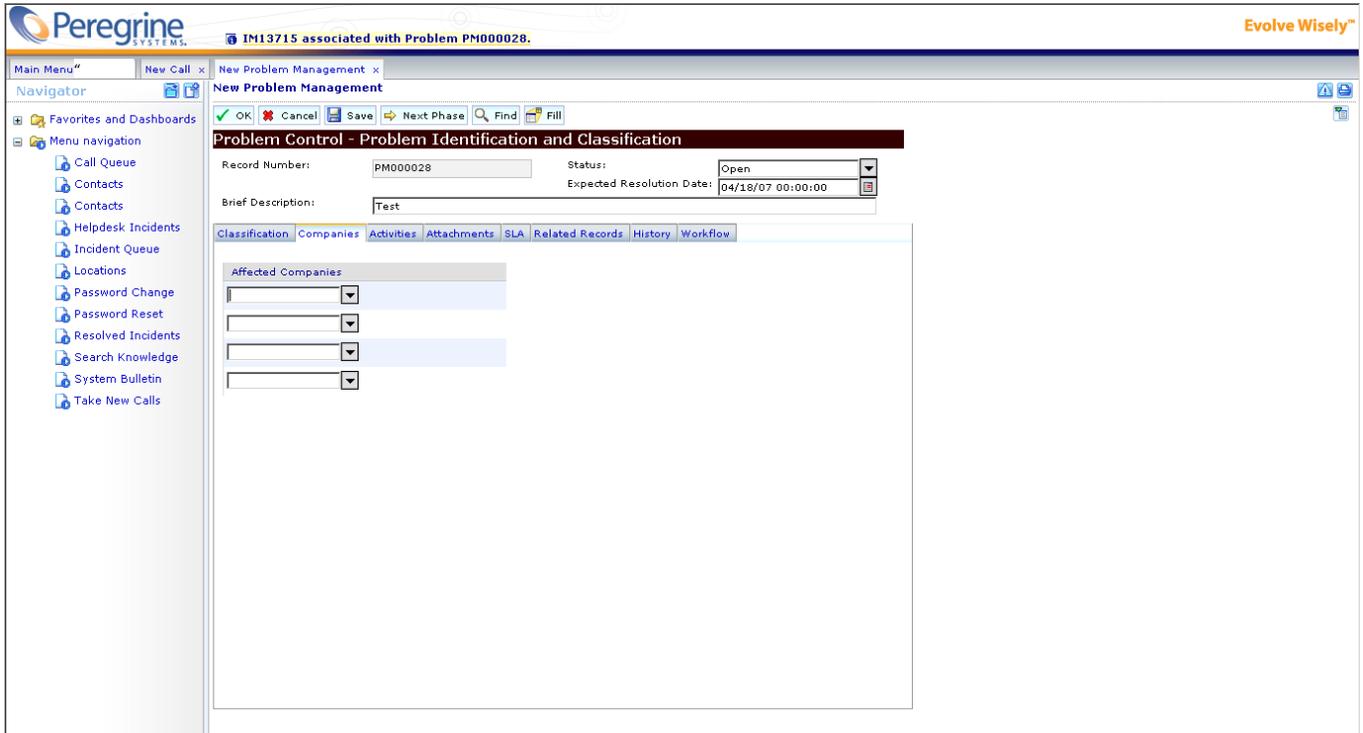
- Verify the accuracy of the information brought over into the Problem. Correct any information that needs to be changed.
- Update the ticket with any additional information that is known about the Problem in the Problem Description area.
- Complete the rest of the required fields: **Impact**, **Urgency**, **Assignment Group** (must be in CAPS), **Problem Owner**, and **Configuration Item**

4. On the **Companies** tab, select any impacted 'companies' in this environment.

The screenshot displays the 'New Problem Management' interface in the Peregrine Systems application. The main window title is 'New Problem Management' and the breadcrumb is 'Problem Control - Problem Identification and Classification'. The record number is 'PM000028', the status is 'Open', and the expected resolution date is '04/18/07 00:00:00'. The brief description is 'Test'. The 'Companies' tab is selected, showing a list of affected companies: Company1, Company2, Company3, Company4, and Company5. The 'Affected Companies' section is highlighted with a blue box.

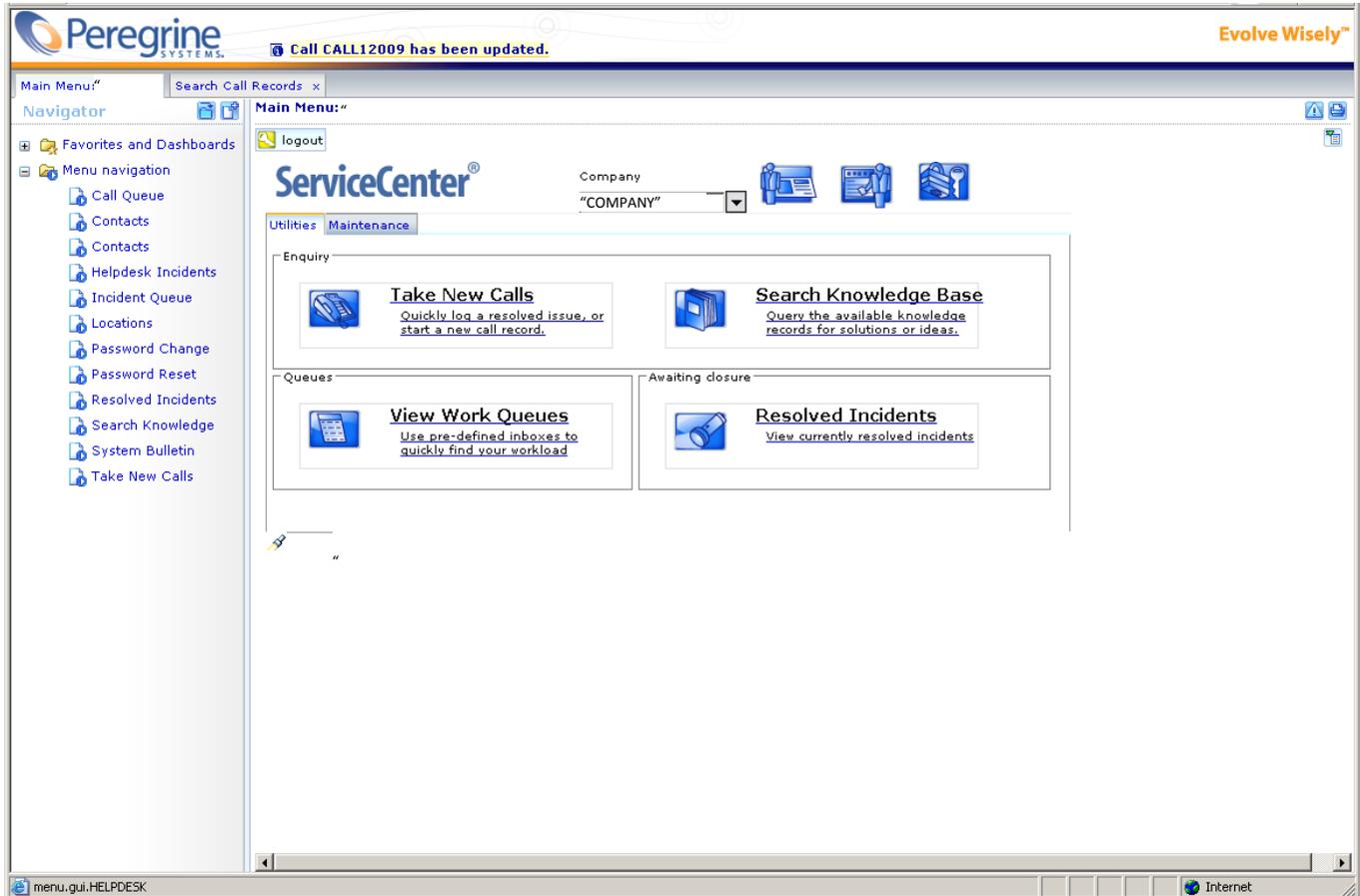
Affected Companies	
Company1	▼
Company2	▼
Company3	▼
Company4	▼
Company5	▼

4. Click **Save** button at the top of the Screen.
5. The Problem will now indicate that it is associated with the Incident.



## Lesson 3: Creating a Stand-Alone Problem

1. Begin at the main menu and select **View Work Queues**.



Note: The following search screen will appear; the default screen is the **Incident Queue**.

- Favorites and Dashboards
- Menu navigation
  - Call Queue
  - Contacts
  - Contacts
  - Helpdesk Incidents
  - Incident Queue
  - Locations
  - Password Change
  - Password Reset
  - Resolved Incidents
  - Search Knowledge
  - System Bulletin
  - Take New Calls

Incident Queue: Open Incidents Assigned To Me

back Refresh

Incident Queue

Incidents

New  
Search

Switch Inbox

Starting Lists

By Owner

By Assignment Group

Refresh List

Count Records

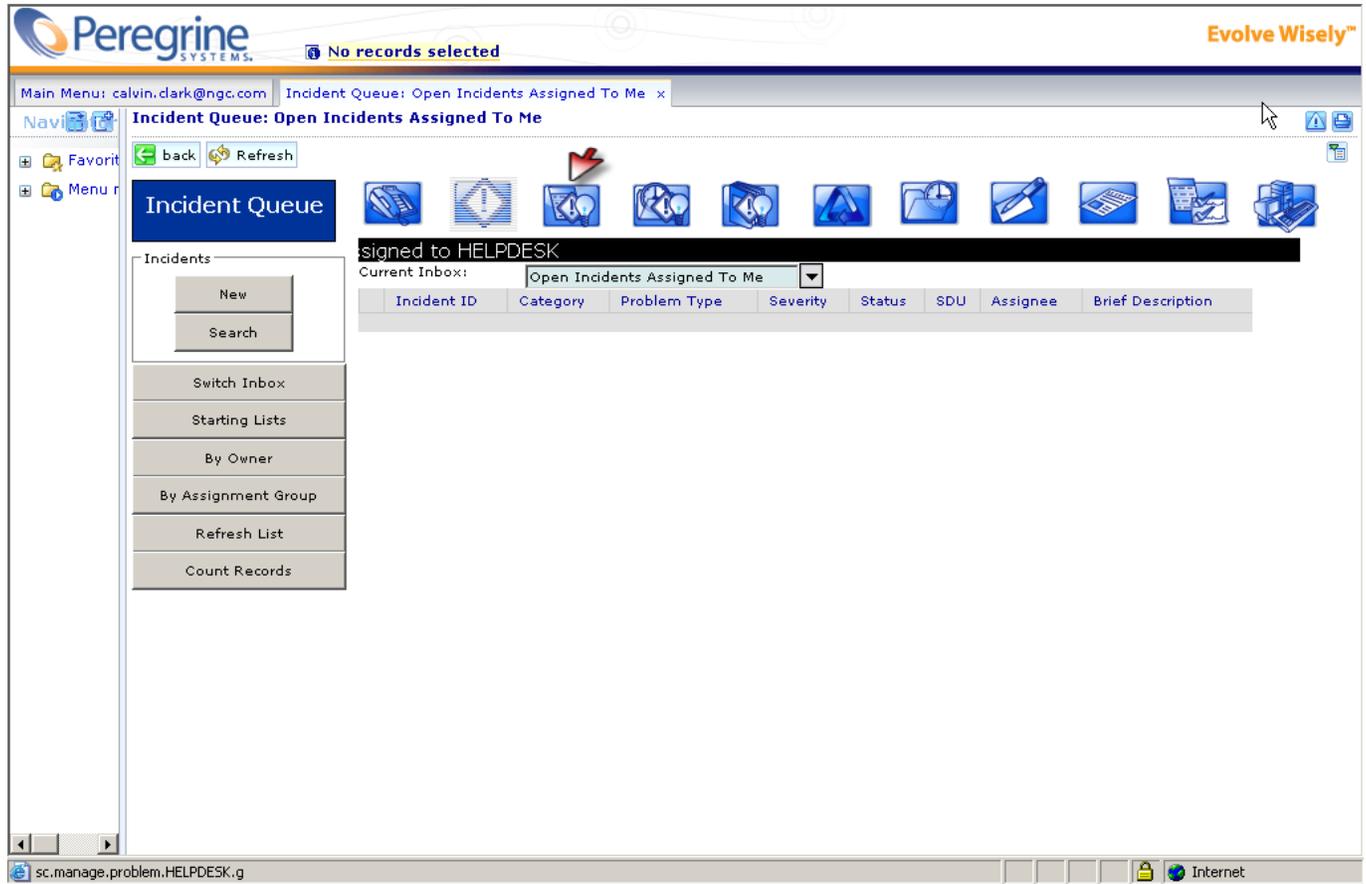


Current Inbox: Open Incidents Assigned To Me

04/06/07 15

Incident ID	Category	Problem Type	Severity	Status	SDU	Assignee	Brief Description
-------------	----------	--------------	----------	--------	-----	----------	-------------------

2. Select the **Problem** Icon to jump to the **Problem Queue**, see arrow below.
3. Select **New** to open a Stand-Alone Problem.



4. Fill out the details of the Problem; **Brief Description, Expected Resolution Date** and **Primary Configuration Item, Category, Subcategory, Product Type, Problem Type, Impact, Urgency, Assignment Group** and **Problem Owner**.

5. Fill in the **Problem Description** with the details of the Problem, and any other known information.

**Peregrine SYSTEMS** Evolve Wisely™

Main Menu: New Problem Management x

Navigator: New Problem Management

OK Cancel Save Find Fill

### Problem Control - Problem Identification and Classification

Record Number: PM000029 Status: Open  
Expected Resolution Date:

Brief Description:

Classification Companies Attachments SLA Related Records History Workflow

Primary Configuration Item: Affected CI Count:

**Categorization**

Category: Related Incident Count:  
Subcategory: Impact:  
Product Type: Urgency:  
Problem Type:

**Problem Description**

**Coordination**

Assignment Group:  
Problem Owner:

**Affected Configuration Items**

Configuration Item	Device Type	Location	Assignment Group

6. On the **Companies** tab, select any impacted 'companies'.

The screenshot displays the 'New Problem Management' interface in the Peregrine Systems application. The main window title is 'New Problem Management'. The interface is divided into several sections:

- Header:** Peregrine SYSTEMS logo on the left and 'Evolve Wisely™' on the right.
- Navigator:** A sidebar on the left containing 'Favorites and Dashboards' and 'Menu navigation' with various options like 'Call Queue', 'Contacts', 'Helpdesk Incidents', etc.
- Form Fields:** Located at the top of the main content area, including:
  - Record Number: PM000028
  - Status: Open (dropdown menu)
  - Expected Resolution Date: 04/18/07 00:00:00
  - Brief Description: Test
- Classification Tabs:** 'Classification', 'Companies', 'Attachments', 'SLA', 'Related Records', 'History', 'Workflow'. The 'Companies' tab is currently selected.
- Affected Companies:** A section with a header 'Affected Companies' and a list of five companies, each with a dropdown arrow:
  - Company1
  - Company2
  - Company3
  - Company4
  - Company5

6. Click **Save** at the top of the screen. A message will state the Problem has been opened.

**Peregrine SYSTEMS** Evolve Wisely™

Problem PM000029 has been opened.

Main Menu: [New Problem Management](#)

**New Problem Management**

OK Cancel Save Next Phase Find Fill

### Problem Control - Problem Identification and Classification

Record Number: PM000029 Status: Open  
Expected Resolution Date: 04/26/07 00:00:00

Brief Description: Stand Alone Test

Classification Companies Activities Attachments SLA Related Records History Workflow

Primary Configuration Item: BobPC Affected CI Count:

**Categorization**

Category: SERVER Related Incident Count:  
Subcategory: HARDWARE - INSTALL Impact: 3 - Multiple Users  
Product Type: LINUX Urgency: 2 - High  
Problem Type: HARDWARE REQUEST Priority: 2 - High

**Problem Description**

Test for Stand-Alone Problem

**Coordination**

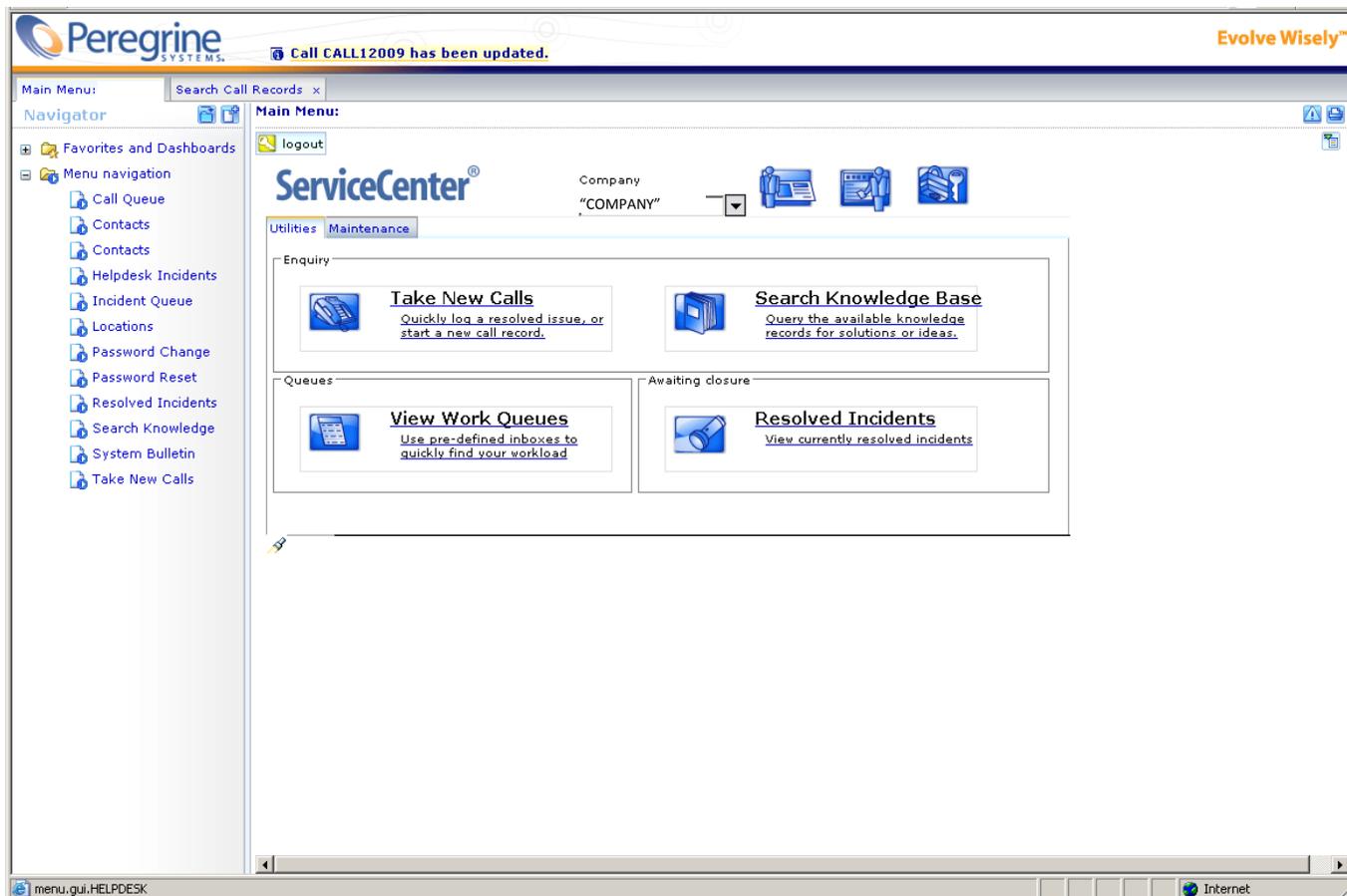
Assignment Group: 0741-NETWORK TECH  
Problem Owner: EITS MANAGER

**Affected Configuration Items**

Configuration Item	Device Type	Location	Assignment Group

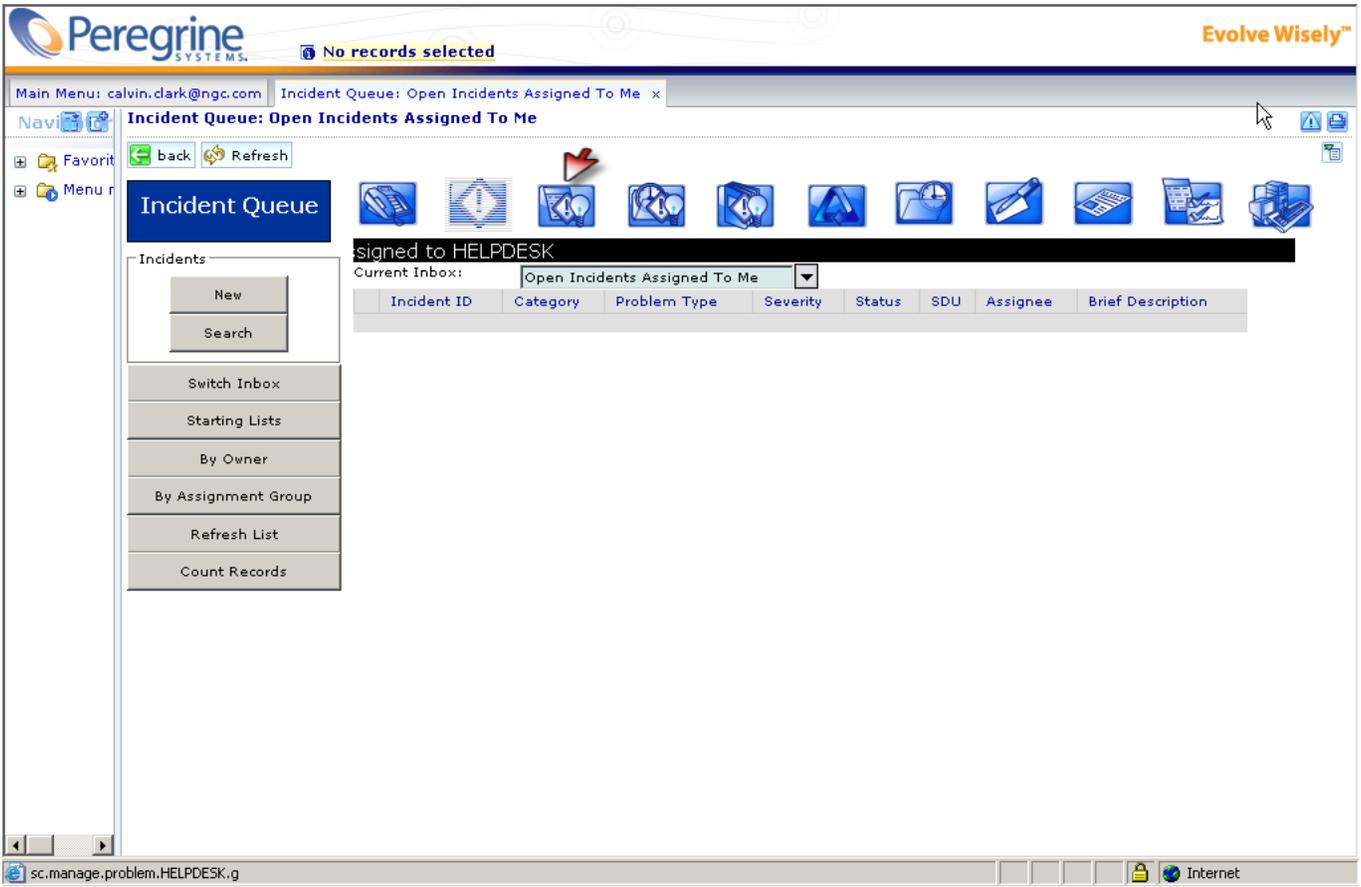
## Lesson 4: Searching/Querying a Problem

1. Begin at the main menu and select **View Work Queues**.



Note: The following search screen will appear; the default screen is the **Incident Queue**.

2. Select the **Problem Icon** to jump to the **Problem Queue**, see arrow below.



3. Click on the gray **Search** button to open the search screen.

Problem Management Queue: All Problem Tickets

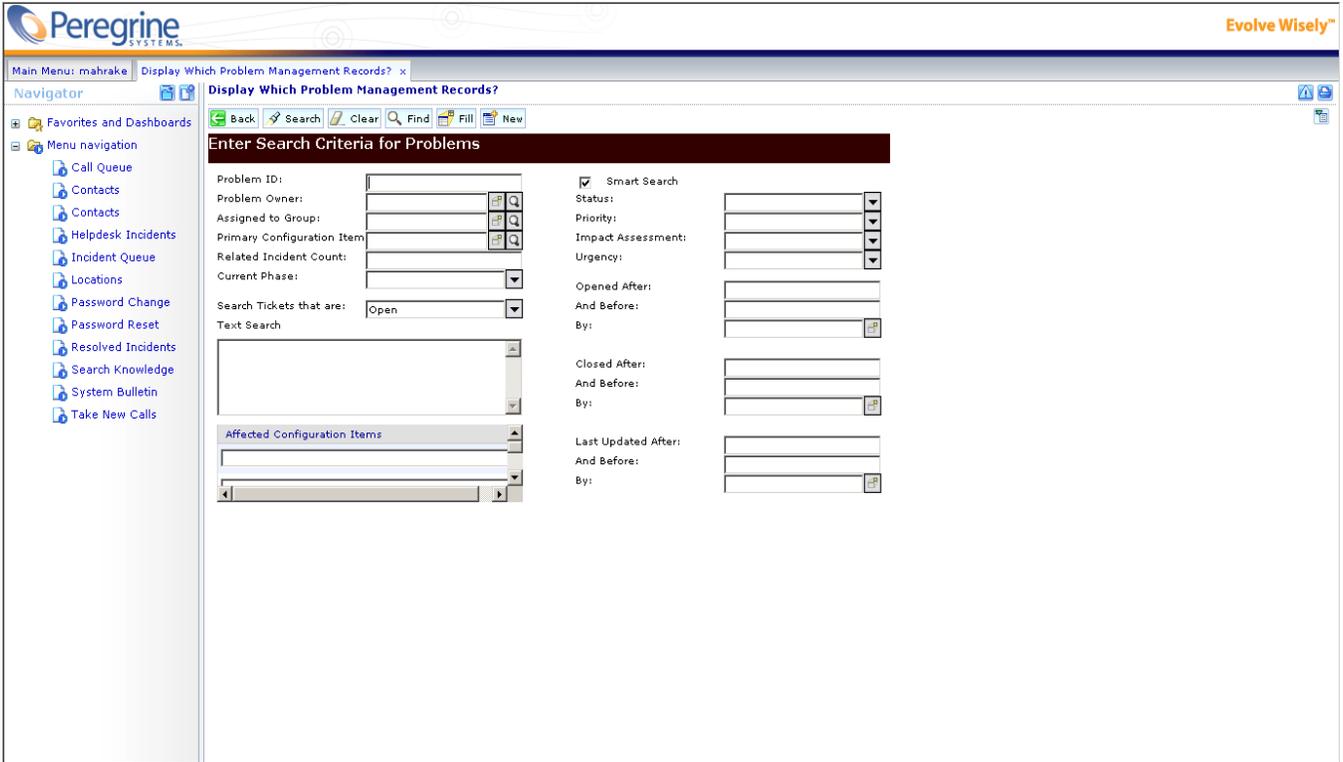
Current Inbox: All Problem Tickets

Problem ID	Category	Assignment	Status	Device	Brief Description
PM000191	ACCESS SECURITY/MODIFICATIONS	0550-CORPORATE SYS.	Open		TEST1
PM000192	ACCESS SECURITY/MODIFICATIONS	0504-SAP REQ	Work-In-Progress	DPC00005	TEST 1
PM000193	ACCESS SECURITY/MODIFICATIONS	0420-LAFAYETTE CSC	Open		testing problem management
PM000194	SERVER	CMDC-MESSAGING	Past Due		Problem Testing Scenario P12
PM000195	ACCESS SECURITY/MODIFICATIONS	0011-CORP PGM. MSMT.	Open		test
PM000196	ACCESS SECURITY/MODIFICATIONS	0420-LAFAYETTE CSC	Open		test
PM000197	SERVER	0914-BWI ETC	Updated	ACME Phone 0504	Opened a problem as problem manager
PM000198	USER/DESKTOP	0489-PERRY HW	Open	ACMEp015	Test
PM000199	network	LAR SUPPORT	Updated	ACMEp012	Cannot access the internet.

4. Enter the Problem ID number. Ex 000191, pm000191, PM000191 etc...

5. Click the search button at the top of the screen.

Note: A search can be performed by Problem ID number (if known), or use any other combination of available search fields.



6. The following screen will appear;

Note: The gold bar with the **(PM ID)** link below which will identify the selected Problem Record.

Main Menu: margaret.freeman@ngc.com Update Incident Number IM49600

Update Incident Number **IM49600**

OK Cancel Previous Next Save Undo Find Filter Clocks

Incident ID	Open Time	Update Time	Alert Status	Category	Brief Description
<b>IM49600</b>	08/14/07 09:07:38	08/21/07 14:44:49	closed	access security-modifications-va	Grant Contributor role to ITP/NGC user (Mitch Franklin) for the purpose of accessing the TransformationHelpdesk Sharepoint site on VITA Web.
IM49601	08/14/07 09:08:02	08/16/07 11:56:24	closed	user-desktop-va	The network printer in room 2-64 (TCF_Grants_HP4650dn) is pulling multiple pages through
IM49602	08/14/07 09:07:36	08/15/07 08:26:55	closed	access security-modifications-va	lost profile and settings
IM49603	08/14/07 09:08:04	08/15/07 11:49:28	closed	user-desktop-va	My workstation # 192-216 will not power up this morning
IM49604	08/14/07 09:08:10	08/15/07 15:41:28	closed	user-desktop-va	outlook & word crashing...
IM49605	08/14/07 09:08:39	08/14/07 11:31:22	closed	user-desktop-va	Move HP standard from room 200b to room 214b
IM49606	08/14/07	09/24/07	closed	access security-	

**IM49600**

Northrop Grumman

Ticket Status: Closed

Incident Title: Grant Contributor role to ITP/NGC user (Mitch Franklin) for the purpose of accessing the Transfo

Incident Details Company Specific Information Actions/Resolution Contact Asset Attachments SLA History Alerts Related Records Billing Information

Alert Status:	closed	Owner:	kye.harding@vita.virginia.gov
Category:	access security-modifications-va	Primary Assign Group:	CFP-WINDOWS SERVER L3 S
Subcategory:	access rights	Assignee Name:	steve.bradbury@vita.virginia.gov
Product Type:	active directory (non-dblan/cox)	Second Assign Group:	
Problem Type:	security	<input type="checkbox"/> Hot Ticket:	<input type="checkbox"/> Total Loss of Service:
Manufacturer:	Unknown	Severity:	3 - Normal
Class:	UNKNOWN	User Priority:	Medium
Contact Time:		Cause Code:	Customer Requests
Elapsed Time:		Site:	
Contract:		Ticket Source:	Telephone
Company:	VA	Phone / extension:	8047667342
Contact:	janet.beach@ngc.com		

Incident Description:  
 Needs Mitch Franklin to be granted contributor access to Sharepoint Transformation Helpdesk site.

## Lesson 5: Updating a Problem and Move to Next Phase.

1. Locate the Problem Record to update by searching the **Problem Queue**.
2. Click the **Activities** tab. Select the **Update Type** drop down arrow and make the appropriate selection.
3. Enter the appropriate data in the **Current Update** field.

Note: At this point save the Problem Record. Continue with the following steps to move the record to the next phase.

The screenshot displays the Peregrine Systems Problem Management interface. The top navigation bar includes the Peregrine logo and the slogan "Evolve Wisely™". The main window title is "Problem Management: PM000029". A left-hand "Navigator" pane lists various system functions such as "Call Queue", "Contacts", "Helpdesk Incidents", and "Take New Calls".

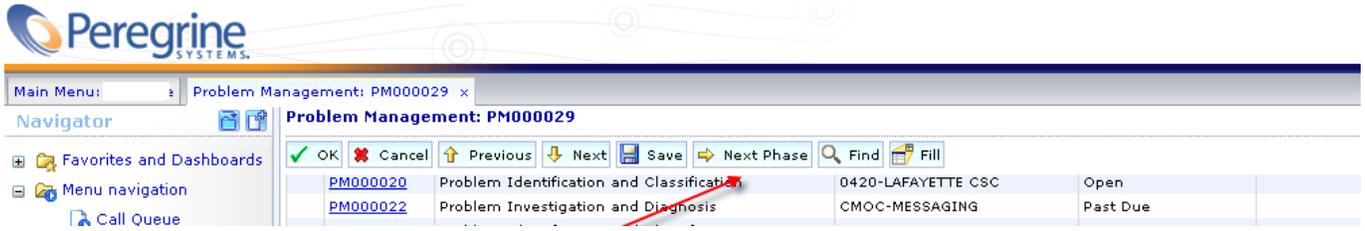
The central area features a table of problem records. The record with ID **PM000029** is highlighted in orange. Below the table, the "Problem Control - Problem Identification and Classification" section is visible, containing the following details:

- Record Number: PM000029
- Status: Open
- Expected Resolution Date: 04/26/07 00:00:00
- Brief Description: Stand Alone Test

Below these details are tabs for "Classification", "Companies", "Activities", "Attachments", "SLA", "Related Records", "History", and "Workflow". The "Activities" tab is active, showing a sub-section for "Activity Updates" with a "Journal Updates" sub-tab. The "Update Type" and "Current Update" fields are present but empty.

Problem ID	Problem Identification and Classification	System	Status	Priority	Assigned To	Notes
PM000015	Problem Identification and Classification	0550-CORPORATE SYS.	Open			TEST1
PM000017	Problem Investigation and Diagnosis	0504-SAP REQS	Work-In-Progress		DPC00005	TEST 1
PM000020	Problem Identification and Classification	0420-LAFAYETTE CSC	Open			testing problem management
PM000022	Problem Investigation and Diagnosis	CMOC-MESSAGING	Past Due			Problem Testing Scenario P12
PM000024	Problem Identification and Classification	0011-CORP PGM. MGMT.	Open			test
PM000025	Problem Investigation and Diagnosis	0420-LAFAYETTE CSC	Open			test
PM000027	Problem Investigation and Diagnosis	0914-BWI ETC	Updated		ACME Phone 0004	Opened a problem as problem manager
PM000028	Problem Identification and Classification	0489-PERRY HW	Open		ACMEpc015	Test
PM000029	Problem Identification and Classification	0741-NETWORK TECH	Open		BobPC	Stand Alone Test

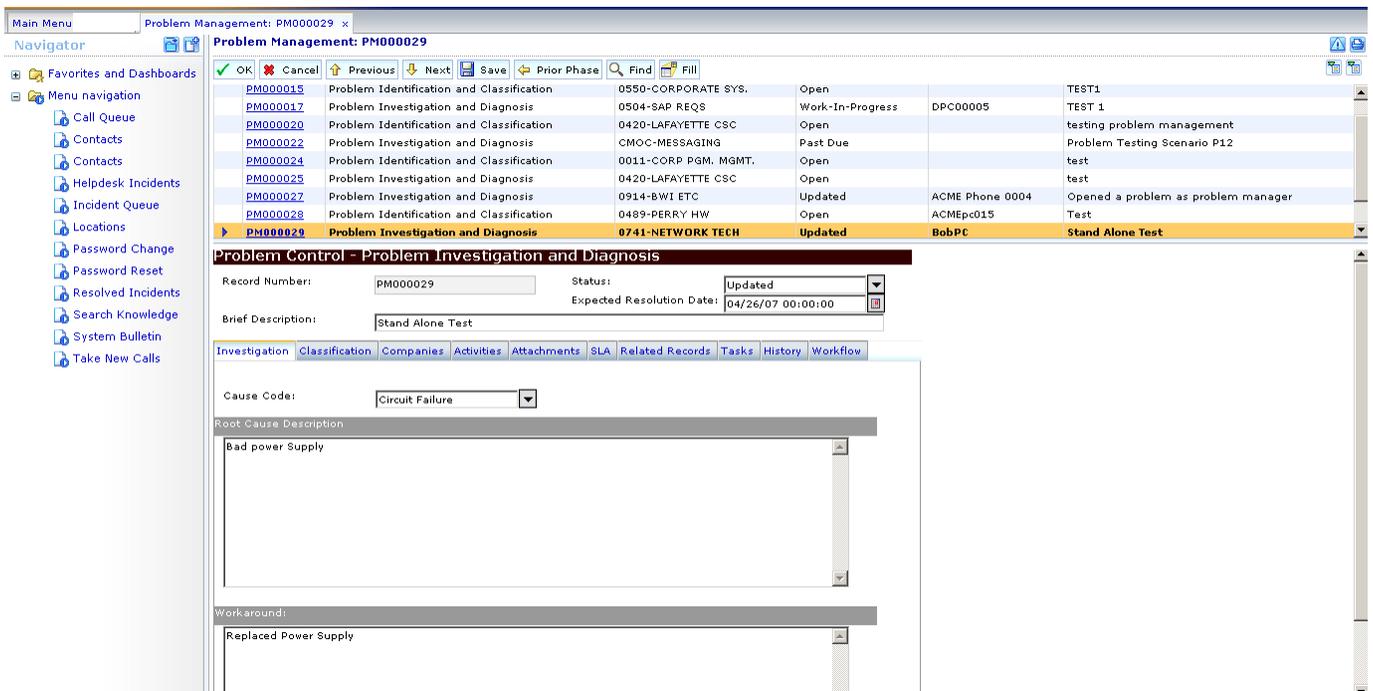
4. To move the Problem to the next phase, click the **Next Phase** button.



Note: The **Investigation** tab is now assessable to update the **Root Cause** and **Workaround**.

5. Select the **Cause Code** from the drop down arrow menu.

6. Enter the appropriate data in the **Root Cause** and **Workaround** fields.



7. Click the **Save** button at the top of the screen.

Note: A Message at the top of the screen will show that the Problem has been updated.

The screenshot displays the Peregrine Systems Problem Management interface. At the top, a notification states "Problem PM000029 has been updated". The interface includes a main menu, a navigator, and a list of problem records. The selected record, PM000029, is highlighted in yellow and shows the following details:

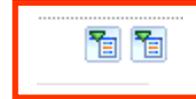
Record Number	Status	Expected Resolution Date
PM000029	Updated	04/26/07 00:00:00

The brief description for this record is "Stand Alone Test". Below the details, there are tabs for "Classification", "Companies", "Activities", "Attachments", "SLA", "Related Records", "History", and "Workflow". The "Activity Updates" tab is active, showing a log of activities with the following entry:

04/11/07 14:29:47  
Root Cause:  
Action Plan:

## Lesson 6: Opening a Known Error and Change Request

1. Locate the Problem Record to open a Known Error by searching the **Problem Queue**
2. There are two menu icons at the top right of the screen. The icon on the left is the **list** icon; the icon to the right is the **detail** icon. Click the **detail** icon.
3. Click on the Open Known Error Option from the Drop Down



Note: The **Open Known Error** option is not available, verify that the current phase is the **Investigation and Diagnosis** phase.

**Problem Management: PM000029**

Problem ID	Phase	Classification	Status	Priority	Assigned To	Test Case
PM000015	Problem Identification and Classification	0550-CORPORATE SYS.	Open			TEST1
PM000017	Problem Investigation and Diagnosis	0504-SAP REQS	Work-In-Progress		DPC00005	TEST 1
PM000020	Problem Identification and Classification	0420-LAFAYETTE CSC	Open			testing problem ma
PM000022	Problem Investigation and Diagnosis	CMOC-MESSAGING	Past Due			Problem Testing Sc
PM000024	Problem Identification and Classification	0011-CORP PGM. MGMT.	Open			test
PM000025	Problem Investigation and Diagnosis	0420-LAFAYETTE CSC	Open			test
PM000027	Problem Investigation and Diagnosis	0914-BWI ETC	Updated		ACME Phone 0004	Opened a problem
PM000028	Problem Identification and Classification	0489-PERRY HW	Open		ACMEpc015	Test
PM000029	Problem Investigation and Diagnosis	0741-NETWORK TECH	Updated		BobPC	Stand Alone Test

**Problem Control - Problem Investigation and Diagnosis**

Record Number: PM000029      Status: Updated  
 Expected Resolution Date: 04/26/07 00:00:00

Brief Description: Stand Alone Test

Cause Code: Circuit Failure

Root Cause Description: Bad power Supply

Workaround: Replaced Power Supply

Detail Options:

- Undo
- Get SLA/Entitlement
- Set Reminder
- Clone
- Open Known Error**
- Create Hot News
- Related
- View Alert Log

4. The Error Control Screen will appear.
5. Complete the **Expected Resolution Date** and verify the information carried over from the Classification tab.

**Peregrine SYSTEMS** Evolve Wisely™

Problem PM000029 has been updated

Main Menu | New Known Errors x

Navigator

OK Cancel Add Find Fill

### Error Control - Error Assessment

Record Number:  Status:

Expected Resolution Date:

Brief Description:

Classification | Solution | Companies | Attachments | Related Records | History | Workflow

Primary Configuration Item:

**Categorization**

Category:	<input type="text" value="SERVER"/>	Impact:	<input type="text" value="3 - Multiple Users"/>
Subcategory:	<input type="text" value="HARDWARE - INSTALL"/>	Urgency:	<input type="text" value="2 - High"/>
Product Type:	<input type="text" value="LINUX"/>		
Problem Type:	<input type="text" value="HARDWARE REQUEST"/>		

**Coordination**

Assignment Group:

Problem Owner:

**Problem Description**

6. Click on the **Solutions** tab. Complete the **Diagnosis** and **Assessment** tabs.
7. When the Known Error is complete, click on the **Add** button at the top.

**Peregrine SYSTEMS** Evolve Wisely™

Problem PM000029 has been updated

Main Menu New Known Errors x

Navigator

OK Cancel Add Find Fill

### Error Control - Error Assessment

Record Number: KE0004 Status: Open  
Expected Resolution Date:

Brief Description: Stand Alone Test

Classification Solution Companies Attachments Related Records History Workflow

Diagnosis **Assessment**

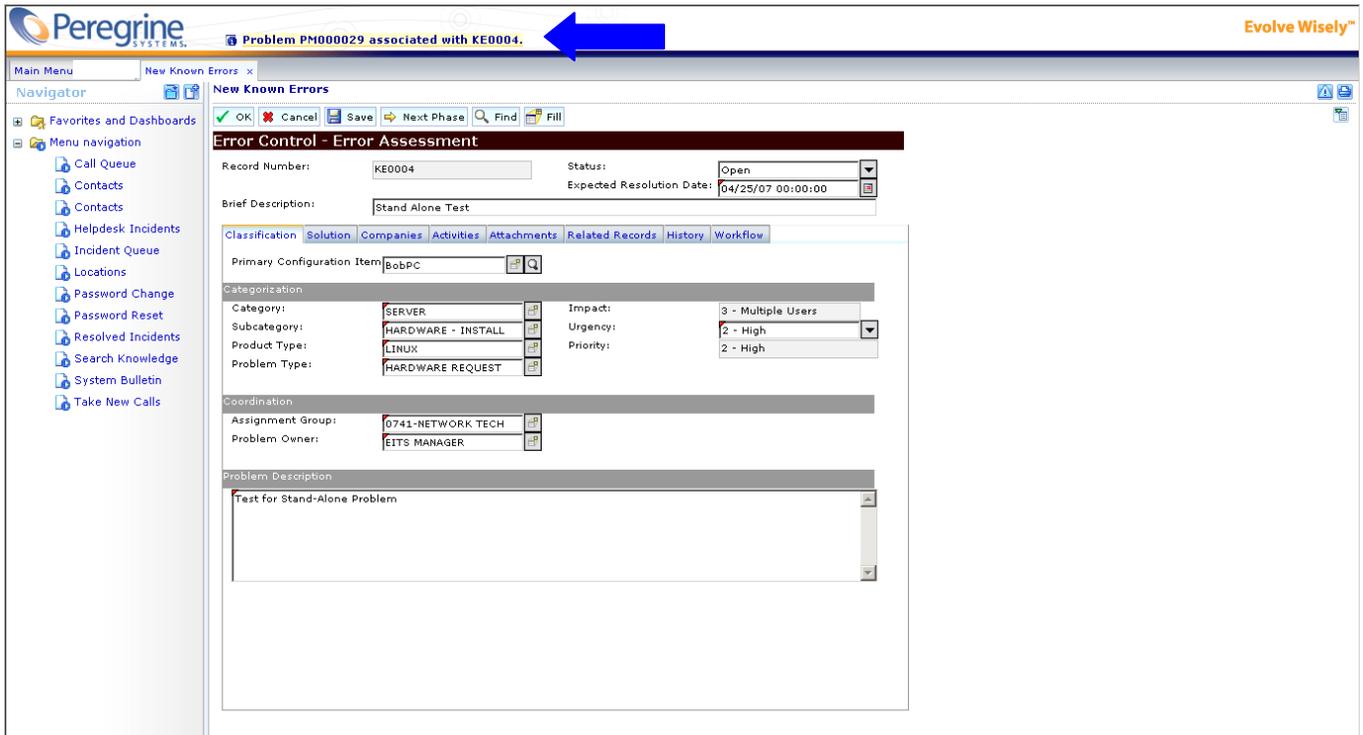
Cause Code:

Solution Description:  
Power Supply required replacement

Root Cause Description:  
Bad power Supply

Workaround:  
Replaced Power Supply

8. A message will state the Known Error is associated with the Problem.



9. To request a Change Request from an Error Record, select the **Detail** icon at the top right of the screen. The icon on the left is the **list** icon; the icon to the right is the **detail** icon. Click the **detail** icon.



10. Click on the **Open Related Change** option from the drop down menu.

Change not opened.

Main Menu: Known Errors Queue: All Known Errors x Known Errors: KE0004 x

- Navigator
- Favorites and Dashboards
- Menu navigation

Known Errors: KE0004

OK Cancel Previous Next Save Next Phase Find Fill

Known Error ID	Category	Assignment	Status	Device	Brief
----------------	----------	------------	--------	--------	-------

Error Control - Error Assessment

Record Number: KE0004 Status: Open  
Brief Description: Stand Alone Test  
Expected Resolution Date: 04/25/07 00:00:00

Classification Solution Companies Activities Attachments Related Records History Workflow

Primary Configuration Item: BobPC

**Categorization**  
Category: SERVER Impact: 3 - Multiple Users  
Subcategory: HARDWARE - INSTALL Urgency: 2 - High  
Product Type: LINUX Priority: 2 - High  
Problem Type: HARDWARE REQUEST

**Coordination**  
Assignment Group: 0741-NETWORK TECH  
Problem Owner: EITS MANAGER

**Problem Description**  
Test for Stand-Alone Problem

- Detail Options
- Undo
  - Print
  - Set Reminder
  - Post to Knowledge
  - View Knowledge
  - Create Hot News
  - Open Related Change
  - Related

# Lesson 7: Tasks

## A. Assigning a Task,

Note: A Task can be used with a Problem to assign work to one or more assignment group(s). Task are tracked as a sub-process of the Problem.

1. Select the Problem that the task will be created in.

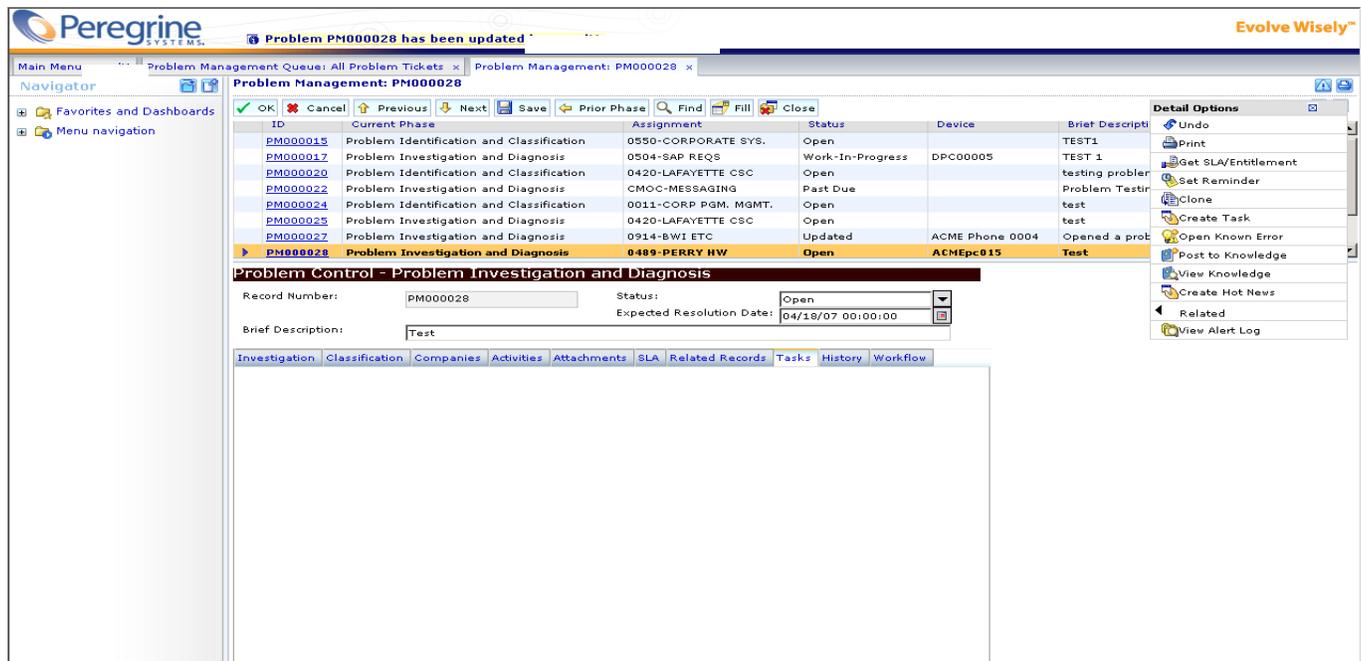
The screenshot displays the Peregrine Systems Problem Management interface. At the top, the logo and 'Evolve Wisely™' tagline are visible. The main navigation bar includes 'Main Menu', 'Problem Management Queue: All Problem Tickets', and 'Problem Management: PM000028'. A left-hand 'Navigator' pane shows 'Favorites and Dashboards' and 'Menu navigation'. The central area features a table of problem records with columns for ID, Current Phase, Assignment, Status, Device, and Brief Description. The record PM000028 is highlighted in orange. Below the table, the 'Problem Control - Problem Investigation and Diagnosis' section provides details for record PM000028, including its status (Open), expected resolution date (04/18/07 00:00:00), and brief description (Test). A tabbed interface below this section allows navigation between Investigation, Classification, Companies, Activities, Attachments, SLA, Related Records, Tasks, History, and Workflow. The 'Investigation' tab is active, showing fields for Primary Configuration Item (ACMEpc015), Affected CI Count, and Categorization (Category: USER/DESKTOP, Subcategory: VIRUS REMOVAL, Product Type: DESKTOP, Problem Type: SOFTWARE ISSUES). It also displays Related Incident Count (1), Initial Impact Assessment (3 - Multiple Users), Urgency (3 - Average), and Priority (3 - Average). A Problem Description field contains the text 'PROBLEM-VIRUS REMOVAL'. At the bottom, the Coordination section shows the Assignment Group as 0489-PERRY HW.

ID	Current Phase	Assignment	Status	Device	Brief Description
PM000015	Problem Identification and Classification	0550-CORPORATE SYS.	Open		TEST1
PM000017	Problem Investigation and Diagnosis	0504-SAP REQS	Work-In-Progress	DPC00005	TEST 1
PM000020	Problem Identification and Classification	0420-LAFAYETTE CSC	Open		testing problem management
PM000022	Problem Investigation and Diagnosis	CMOC-MESSAGING	Past Due		Problem Testing Scenario P12
PM000024	Problem Identification and Classification	0011-CORP PGM. MGMT.	Open		test
PM000025	Problem Investigation and Diagnosis	0420-LAFAYETTE CSC	Open		test
PM000027	Problem Investigation and Diagnosis	0914-BWI ETC	Updated	ACME Phone 0004	Opened a problem as problem manager
PM000028	Problem Investigation and Diagnosis	0489-PERRY HW	Open	ACMEpc015	Test

2. Check in the **Tasks** tab for any existing assigned tasks.



3. At the top right of the screen select the **Detail Options**, drop down and select **Create Task**



4. A Problem Management Task screen is displayed, prompting to select the current Configuration Item or to select a new one. Select the appropriate choice for the Task.

### Create Problem Management Tasks

Select the device for which you would like to create a task

- Primary Configuration Item: ACMEpc015
- Affected Configuration Item:

< Previous    Next >    Finish    Cancel

5. The new Problem Management Task screen is displayed.

Note: Information from the Problem is carried over into the Task and populated.

**Peregrine SYSTEMS** Evolve Wisely™

Main Menu: Problem Management Queue: All Problem Tickets x New Problem Management Tasks x

Navigator: Favorites and Dashboards Menu navigation

**New Problem Management Tasks**

OK Cancel Add Find Fill

**Problem Management Task**

Task Number: PM000028-001 Status: Open  
Parent Problem: PM000028 Due Date: 04/18/07 00:00:00  
Problem Resolution Date: 04/18/07 00:00:00  
Brief Description: Test

Classification Diagnosis SLA Related Records History

**Categorization**

Category: USER/DESKTOP Impact: 3 - Multiple Users  
Subcategory: VIRUS REMOVAL Urgency: 3 - Average  
Product Type: DESKTOP Priority: 3 - Average  
Problem Type: SOFTWARE ISSUES

**Coordination**

Configuration Item: ACMEpc015  
Assignment Group:  
Assignee:

**Problem Description**

6. Verify the pre-populated information in the Task, and correct if needed.
7. Add any additional information needed for the Task Assignee.
8. Update the Task with the Assignment Group and Assignee.

**Peregrine SYSTEMS** Evolve Wisely™

Main Menu | Problem Management Queue: All Problem Tickets x | New Problem Management Tasks x

Navigator | Favorites and Dashboards | Menu navigation

**New Problem Management Tasks**

OK Cancel Add Find Fill

**Problem Management Task**

Task Number: PM000028-001 Status: Open  
 Parent Problem: PM000028 Due Date: 04/18/07 00:00:00  
 Problem Resolution Date: 04/18/07 00:00:00  
 Brief Description: Test

Classification | Diagnosis | SLA | Related Records | History

**Categorization**

Category: USER/DESKTOP Impact: 3 - Multiple Users  
 Subcategory: VIRUS REMOVAL Urgency: 3 - Average  
 Product Type: DESKTOP Priority: 3 - Average  
 Problem Type: SOFTWARE ISSUES

**Coordination**

Configuration Item: ACMEpc015  
 Assignment Group: 0420-LAFAYETTE CSC  
 Assignee: fbarra

**Problem Description**

TEST Task

9. Click **Save** at the top of the screen. A message is displayed saying the Task is associated with the Problem.

The screenshot shows the 'New Problem Management Task' form in the Peregrine Systems interface. At the top, a status bar indicates 'PM000028 associated with PM000028-001.' with a blue arrow pointing to the 'Open' status dropdown. The form includes the following fields and sections:

- Task Information:**
  - Task Number: PM000028-001
  - Parent Problem: PM000028
  - Status: Open
  - Due Date: 04/18/07 00:00:00
  - Problem Resolution Date: 04/18/07 00:00:00
  - Brief Description: Test
- Classification:**
  - Category: USER/DESKTOP
  - Subcategory: VIRUS REMOVAL
  - Product Type: DESKTOP
  - Problem Type: SOFTWARE ISSUES
  - Impact: 3 - Multiple Users
  - Urgency: 3 - Average
  - Priority: 3 - Average
- Coordination:**
  - Configuration Item: ACMEpc015
  - Assignment Group: 0420-LAFAYETTE CSC
  - Assignee: [Empty]
- Problem Description:**
  - TEST Task

10. Click **OK** to exit the Task and return to the Problem.

Note: Multiple Tasks can be assigned to one or more Assignment Groups at this time.

The screenshot displays the Peregrine Systems Problem Management interface. At the top, a notification states "Problem PM000028 has been updated". The interface includes a main menu, a navigator, and a list of problem tickets. The selected ticket, PM000028, is highlighted in yellow. Below the list, the "Problem Control - Problem Investigation and Diagnosis" section is visible, showing details for record PM000028. The status is "Open" and the expected resolution date is "04/18/07 00:00:00". The brief description is "Test". The interface also shows categorization details, including category "USER/DESKTOP", subcategory "VIRUS REMOVAL", product type "DESKTOP", and problem type "SOFTWARE ISSUES".

ID	Current Phase	Assignment	Status	Device	Brief Description
PM000015	Problem Identification and Classification	0550-CORPORATE SYS.	Open		TEST1
PM000017	Problem Investigation and Diagnosis	0504-SAP REQS	Work-In-Progress	DPC00005	TEST 1
PM000020	Problem Identification and Classification	0420-LAFAYETTE CSC	Open		testing problem management
PM000022	Problem Investigation and Diagnosis	CMOC-MESSAGING	Past Due		Problem Testing Scenario P12
PM000024	Problem Identification and Classification	0011-CORP PGM. MGMT.	Open		test
PM000025	Problem Investigation and Diagnosis	0420-LAFAYETTE CSC	Open		test
PM000027	Problem Investigation and Diagnosis	0914-BWI ETC	Updated	ACME Phone 0004	Opened a problem as problem manager
PM000028	Problem Investigation and Diagnosis	0489-PERRY HW	Open	ACMEpc015	Test

**Problem Control - Problem Investigation and Diagnosis**

Record Number: PM000028      Status: Open  
 Expected Resolution Date: 04/18/07 00:00:00  
 Brief Description: Test

Investigation | Classification | Companies | Activities | Attachments | SLA | Related Records | Tasks | History | Workflow

Primary Configuration Item: ACMEpc015      Affected CI Count:

**Categorization**

Category: USER/DESKTOP      Related Incident Count: 1  
 Subcategory: VIRUS REMOVAL      Initial Impact Assessment: 3 - Multiple Users  
 Product Type: DESKTOP      Urgency: 3 - Average  
 Problem Type: SOFTWARE ISSUES      Priority: 3 - Average

**Problem Description**

PROBLEM-VIRUS REMOVAL

**Coordination**

Assignment Group:

11. Verify the Task was added by clicking on the **Tasks** tab.

The screenshot displays the Peregrine Systems Problem Management interface. At the top, a notification states "Problem PM000028 has been updated". The main navigation bar includes "Main Menu", "Problem Management Queue: All Problem Tickets", and "Problem Management: PM000028". A left sidebar contains "Favorites and Dashboards" and "Menu navigation".

The central area features a table of problem tickets with the following data:

ID	Current Phase	Assignment	Status	Device	Brief Description
<a href="#">PM000015</a>	Problem Identification and Classification	0550-CORPORATE SYS.	Open		TEST1
<a href="#">PM000017</a>	Problem Investigation and Diagnosis	0504-SAP REQS	Work-In-Progress	DPC00005	TEST 1
<a href="#">PM000020</a>	Problem Identification and Classification	0420-LAFAYETTE CSC	Open		testing problem management
<a href="#">PM000022</a>	Problem Investigation and Diagnosis	CMOC-MESSAGING	Past Due		Problem Testing Scenario P12
<a href="#">PM000024</a>	Problem Identification and Classification	0011-CORP PGM. MGMT.	Open		test
<a href="#">PM000025</a>	Problem Investigation and Diagnosis	0420-LAFAYETTE CSC	Open		test
<a href="#">PM000027</a>	Problem Investigation and Diagnosis	0914-BWI ETC	Updated	ACME Phone 0004	Opened a problem as problem manager
<b><a href="#">PM000028</a></b>	<b>Problem Investigation and Diagnosis</b>	<b>0489-PERRY HW</b>	<b>Open</b>	<b>ACMEpc015</b>	<b>Test</b>

Below the table, the "Problem Control - Problem Investigation and Diagnosis" section is visible, containing the following details:

- Record Number: PM000028
- Status: Open
- Expected Resolution Date: 04/18/07 00:00:00
- Brief Description: Test

Navigation tabs include Investigation, Classification, Companies, Activities, Attachments, SLA, Related Records, **Tasks**, History, and Workflow. The "Tasks" tab is active, showing a table with the following data:

Task ID	Status	Assignee	Configuration Item
<a href="#">PM000028-001</a>	Open		ACMEpc015

## B. Completing a Problem Task

Note: If already in the Problem ticket, access the Task from the **Task** tab.

**Problem Control - Problem Investigation and Diagnosis**

Record Number:  Status:    
Expected Resolution Date:  

Brief Description:

[Investigation](#) [Classification](#) [Companies](#) [Activities](#) [Attachments](#) [SLA](#) [Related Records](#) [Tasks](#) [History](#) [Workflow](#)

Task ID	Status	Assignee	Configuration Item
<a href="#">PM000028-001</a>	Open		ACMEpc015

1. To check for assigned Task, select the **Problem Management Task List** from the main menu.

The screenshot shows the Peregrine Systems web interface. The top navigation bar includes the logo and the slogan "Evolve Wisely™". Below the navigation bar, there are tabs for "Main Menu:", "Problem Management Queue: All Problem Tickets", and "Problem Management: PM000027". The left sidebar contains a "Navigator" menu with options like "Change Management", "Configuration Manager", "Incident Management", "Problem Management", "Request Management", "Approve Service Request", "Call Queue", "Incident Queue", "On Call Records", "On Call Schedules", and "ServiceCenter Mail". The main content area is titled "Problem Queue" and features a "Current Inbox:" dropdown set to "All Problem Tickets". A toolbar above the table contains several icons, with a red arrow pointing to the "Problem Management Task List" icon. Below the toolbar is a table of problem tickets.

Problem ID	Category	Assignment	Status	Device	Brief Description
<a href="#">PM000015</a>	ACCESS SECURITY/MODIFICATIONS	0550-CORPORATE SYS.	Open		TEST1
<a href="#">PM000017</a>	ACCESS SECURITY/MODIFICATIONS	0504-SAP REQS	Work-In-Progress	DPC00005	TEST 1
<a href="#">PM000020</a>	ACCESS SECURITY/MODIFICATIONS	0420-LAFAYETTE CSC	Open		testing problem management
<a href="#">PM000022</a>	SERVER	CMOC-MESSAGING	Past Due		Problem Testing Scenario P12
<a href="#">PM000024</a>	ACCESS SECURITY/MODIFICATIONS	0011-CORP PGM. MGMT.	Open		test
<a href="#">PM000025</a>	ACCESS SECURITY/MODIFICATIONS	0420-LAFAYETTE CSC	Open		test
<a href="#">PM000027</a>	SERVER	0914-BWI ETC	Updated	ACME Phone 0004	Opened a problem as problem manager
<a href="#">PM000028</a>	USER/DESKTOP	0489-PERRY HW	Open	ACMEpc015	Test
<a href="#">PM000029</a>	SERVER	0741-NETWORK TECH	Updated	BobPC	Stand Alone Test
<a href="#">PM00001</a>	network	LAN SUPPORT	Updated	ACMEpc012	Cannot access the internet.

2. A list of all Tasks assigned is displayed. Select the Task to work on.

The screenshot shows the Peregrine Systems web interface. The top header includes the logo and the slogan "Evolve Wisely™". The browser's address bar shows the URL "Problem Management Tasks Queue: Problem Management Tasks Assigned to Me". The left sidebar contains a "Navigator" menu with options like "Change Management", "Configuration Manager", "Incident Management", "Problem Management", "Request Management", "Approve Service Request", "Call Queue", "Incident Queue", "On Call Records", "On Call Schedules", and "ServiceCenter Mail". The main content area is titled "Problem Management Tasks Queue: Problem Management Tasks Assigned to Me" and features a "Problems" section with a search box and buttons for "Switch Inbox", "Starting Lists", "Refresh List", and "Count Records". A table displays the current tasks:

Task ID	Category	Assignment	Status	Device	Brief Description
<a href="#">PM000027-001</a>	SERVER	0089-MIS MGMT	Open	ACME Phone 0004	Opened a problem as problem manager

3. The Task is displayed with its current status.

The screenshot displays the Peregrine Systems web application interface. At the top, the logo and 'Evolve Wisely™' tagline are visible. The main navigation bar includes 'Main Menu' and several tabs for 'Problem Management Tasks'. A left-hand 'Navigator' pane lists various system functions like 'Change Management', 'Configuration Management', and 'Problem Management'. The central area shows a table with one task entry: 'PM000027-001' under the 'SERVER' category, assigned to '0089-MIS MGMT', with a status of 'Open' and device 'ACME Phone 0004'. Below the table, a form displays task details: Task Number (PM000027-001), Parent Problem (PM000027), Status (Open), Due Date (04/18/07 00:00:00), and Brief Description (Opened a problem as problem manager). A 'Classification' section includes fields for Category (SERVER), Subcategory (EXTENDED SERVICE-RECL), Product Type (ONE ISP), Problem Type (PRODUCTION SUPPORT), Impact (4 - User), Urgency (4 - Low), and Priority (4 - Low). A 'Coordination' section shows Configuration Item (ACME Phone 0004) and Assignment Group (0089-MIS MGMT). The 'Problem Description' field contains the text: 'Here we have a description. This is task 1 related to PM000027.'

4. Update the Task with new information on the **Activities** tab.

The screenshot displays the Peregrine Systems web interface. At the top, the logo and 'Evolve Wisely™' tagline are visible. The breadcrumb trail shows the user is in the 'Problem Management Tasks' section, specifically viewing task 'PM000027-001'. A left-hand 'Navigator' pane lists various system management functions, with 'Problem Management' selected. The main content area features a table with one row of task data:

Task ID	Category	Assignment	Status	Device	Brief Description
PM000027-001	SERVER	0089-MIS MGMT	Open	ACME Phone 0004	Opened a problem as problem manager

Below the table, the 'Problem Management Task' details form is shown. It includes fields for Task Number (PM000027-001), Parent Problem (PM000027), Status (Open), Due Date (04/18/07 00:00:00), and Brief Description (Opened a problem as problem manager). The 'Activities' tab is active, showing options for 'Activity Updates', 'Journal Updates', and 'Activity History'. The 'Update Type' is set to 'Update from customer'. A large text area labeled 'Completed Task' is currently empty.

5. When the Task is complete, it can be closed by clicking the **Close** button.

The screenshot displays the Peregrine Systems Problem Management interface. At the top, a notification banner states "Problem Management Task PM000027-001 has been closed". The breadcrumb trail includes "Main Menu", "Problem Management Tasks Queue", "Problem Management Tasks Assigned to Me", and "Problem Management Tasks: PM000027-001".

The left sidebar contains a "Navigator" menu with options such as "Change Management", "Configuration Management", "Incident Management", "Problem Management", "Request Management", "Approve Service Request", "Call Queue", "Incident Queue", "On Call Records", "On Call Schedules", and "ServiceCenter Mail".

The main content area features a table of tasks. The selected task is highlighted in yellow:

Task ID	Category	Assignment	Status	Device	Brief Description
PM000027-001	SERVER	0089-MIS MGMT	Closed	ACME Phone 0004	Opened a problem as problem manager

Below the table, the "Problem Management Task" details are shown:

- Task Number: PM000027-001
- Parent Problem: PM000027
- Status: Closed
- Due Date: 04/18/07 00:00:00
- Problem Resolution Date: [Empty]
- Brief Description: Opened a problem as problem manager

The "Classification" tab is active, showing the following details:

- Categorization:**
  - Category: SERVER
  - Subcategory: EXTENDED SERVICE-RECU
  - Product Type: ONE ISP
  - Problem Type: PRODUCTION SUPPORT
  - Impact: 4 - User
  - Urgency: 4 - Low
  - Priority: 4 - Low
- Coordination:**
  - Configuration Item: ACME Phone 0004
  - Assignment Group: 0089-MIS MGMT
  - Assignee: [Empty]
- Problem Description:**

Here we have a description. This is task 1 related to PM000027.

6. To verify any additional task or task closure, select the **Tasks** tab.

The screenshot displays the Peregrine Systems Problem Management interface. The top navigation bar includes the logo and the slogan "Evolve Wisely™". Below the navigation bar, there are tabs for "Main Menu", "Problem Management Queue: All Problem Tickets", and "Problem Management: PM000027".

On the left side, a "Navigator" pane lists various system components: Favorites and Dashboards, Menu navigation, Change Management, Configuration Management, Incident Management, Problem Management, Request Management, Approve Service Request, Call Queue, Incident Queue, On Call Records, On Call Schedules, and ServiceCenter Mail.

The main content area shows a table of problem tickets. The table has columns for ID, Current Phase, Assignment, Status, Device, and Brief Description. The ticket PM000027 is highlighted in orange and is currently selected.

ID	Current Phase	Assignment	Status	Device	Brief Description
PM000015	Problem Identification and Classification	0550-CORPORATE SYS.	Open		TEST1
PM000017	Problem Investigation and Diagnosis	0504-SAP REQS	Work-In-Progress	DPC00005	TEST 1
PM000020	Problem Identification and Classification	0420-LAFAYETTE CSC	Open		testing problem management
PM000022	Problem Investigation and Diagnosis	CMOC-MESSAGING	Past Due		Problem Testing Scenario P12
PM000024	Problem Identification and Classification	0011-CORP PGM. MGMT.	Open		test
PM000025	Problem Investigation and Diagnosis	0420-LAFAYETTE CSC	Open		test
PM000027	Problem Investigation and Diagnosis	0914-BWI ETC	Updated	ACME Phone 0004	Opened a problem as problem manager

Below the table, the "Problem Control - Problem Investigation and Diagnosis" section is visible. It includes fields for Record Number (PM000027), Status (Updated), and Expected Resolution Date. The Brief Description field contains the text "Opened a problem as problem manager".

At the bottom, there are tabs for Investigation, Classification, Companies, Activities, Attachments, SLA, Related Records, **Tasks**, History, and Workflow. The "Tasks" tab is selected, showing a table of tasks associated with the problem.

Task ID	Status	Assignee	Configuration Item
PM000027-001	Closed		ACME Phone 0004

## Lesson 8: Closing Problem

1. Click the Problem List icon below to locate the appropriate Problem Record, (see yellow arrow).

The screenshot shows the Peregrine Systems web interface. At the top, the logo 'Peregrine SYSTEMS' and 'Evolve Wisely™' are visible. The user is logged in as 'calvin.clark@ngc.com'. The current view is 'Incident Queue: Open Incidents Assigned To Me'. A status bar at the top indicates 'No records selected'. Below this, there are navigation buttons for 'back' and 'Refresh'. A row of icons is displayed, with a yellow arrow pointing to the 'Problem List' icon. Below the icons, there is a search bar and a dropdown menu for 'Current Inbox' set to 'Open Incidents Assigned To Me'. A table with the following columns is visible: Incident ID, Category, Problem Type, Severity, Status, SDU, Assignee, and Brief Description. On the left side, there is a sidebar with buttons for 'New', 'Search', 'Switch Inbox', 'Starting Lists', 'By Owner', 'By Assignment Group', 'Refresh List', and 'Count Records'.

2. Select the Problem Record to close from the list displayed.

The screenshot displays the 'Problem Management Queue: All Problem Tickets' interface. The header includes the Peregrine Systems logo and the slogan 'Evolve Wisely™'. The main content area features a table of problem tickets with columns for Problem ID, Category, Assignment, Status, Device, and Brief Description. A sidebar on the left contains navigation buttons such as 'New', 'Search', 'Switch Inbox', 'Starting Lists', 'Refresh List', and 'Count Records'. The current inbox is set to 'All Problem Tickets'.

Problem ID	Category	Assignment	Status	Device	Brief Description
<a href="#">PM000080</a>	hardware	CCC-HELPDESK ALERT N1	Closed	CCMOC-996087	Test
<a href="#">PM000113</a>	hardware	ADMIN	Updated	CVADK-958738-0033855868	Test server is failing to start.
<a href="#">PM000121</a>	access	CCC-HELPDESK MANAGER	Past Due		Needs Peregrine password reset.
<a href="#">PM000122</a>	hardware	ACC-PAYROLL	Past Due	CVADK-999933-	ATM, FRAME-RELAY
<a href="#">PM000123</a>	access	ACC-GENERAL ACCOUNTING	Closed	CVADK-993458-TEST22	Test
<a href="#">PM000125</a>	hardware	ACC-MANAGER ALERT1	Past Due	CVADK-993466-TEST25	Test
<a href="#">PM000129</a>	inquiry	CCC-HELPDESK ALERT N1	Closed	CVADK-993458-TEST22	deborah hale
<a href="#">PM000131</a>	access	CPP-UNIX SECURITY	Past Due	CVADK-999562-	Agency/Agencies Affected: VDOT - St. Louis AHQ
<a href="#">PM000132</a>	access	ACC-GENERAL ACCOUNTING	Past Due	CVADK-993464-TEST17	test
<a href="#">PM000133</a>	hardware	ADMIN	Past Due		print server down
<a href="#">PM000134</a>	hardware	CCC-HELPDESK MANAGER	Past Due		Laptop
<a href="#">PM000135</a>	hardware	CCC-HELPDESK PROF	Past Due		Laptop

3. Click the **Close** button at the top of the screen

The screenshot shows the Peregrine Systems Problem Management interface. At the top, there is a notification: "Problem PM000123 has been updated by calvin.clark@ngc.com." The interface includes a navigation bar with buttons for OK, Cancel, Previous, Next, Save, Prior Phase, Find, Fill, and Close. Below this is a table of problem records:

ID	Current Phase	Assignment	Status	Device	Brief Description
<a href="#">PM000080</a>	Problem Investigation and Diagnosis	CCC-HELPEDESK ALERT N1	Closed	CCMOC-996087	Test
<a href="#">PM000113</a>	Problem Investigation and Diagnosis	ADMIN	Updated	CVADK-958738-0033855868	Test server is failing to start.

Below the table is a detailed view for "Problem Control - Problem Investigation and Diagnosis". It includes fields for Record Number (PM000123), Status (Past Due), Expected Resolution Date (08/24/07 00:00:00), and Brief Description (Test). There are tabs for Investigation, Classification, Customers, Activities, Attachments, SLA, Related Records, Tasks, History, and Workflow. The Cause Code is set to "Customer Training Issue". The Root Cause Description field contains the text "close".

### Important Notes:

Only the Problem Manager and designated alternate may close a Problem Record. Problem Records without an actual resolution of the Problem may be closed if there has been a mutual decision to close the record and there has been acceptance of risks documented in the Known Error/Problem Records. The "status" will then be moved to "Closed"

This is not indicating that the Problem (issue) has been resolved or is closed. The Problem may still exist and any future events can be linked back to the original Problem Record and consolidated for trending and analysis purposes.

4. A system generated message at the top of the screen indicates, **Problem** has been closed.

The screenshot displays the Peregrine Systems Problem Management interface. At the top, a notification bar states "Problem PM000123 has been closed by calvin.clark@ngc.com." with a blue arrow pointing to the message. Below this, the main menu shows "calvin.clark@ngc.com" and "Problem Management: PM000123". The interface includes a toolbar with buttons for OK, Cancel, Previous, Next, Reopen, Find, and Fill. A table lists problem records:

ID	Current Phase	Assignment	Status	Device	Brief Description
<a href="#">PM000080</a>	Problem Investigation and Diagnosis	CCC-HELPDESK ALERT N1	Closed	CCMOC-996087	Test
<a href="#">PM000113</a>	Problem Investigation and Diagnosis	ADMIN	Updated	CVADK-958738-0033855868	Test server is failing to start.
	Problem Investigation and		Past		

Below the table, there are tabs for Investigation, Classification, Customers, Activities, Attachments, SLA, Related Records, Tasks, History, and Workflow. The Activities tab is selected, showing sub-tabs for Activity Updates, Journal Updates, and Activity History. The Activity Updates section includes fields for Update Type and Current Update.

End of Lesson