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# Problem Management Plan Template

## What is Problem Management Plan Template?

A Problem Management Plan Template is a structured guide used by Enterprise Solution Architects and Architecture Project Managers to systematically identify, analyze, and resolve issues that arise during the design and implementation of enterprise solutions. Rooted in best practices and frameworks such as TOGAF (The Open Group Architecture Framework), the template typically includes sections for categorizing problems, documenting root causes, defining corrective actions, assigning responsibilities, tracking progress, and establishing timelines. By leveraging such a template, teams can ensure consistent problem resolution processes, facilitate effective communication among stakeholders, and ultimately drive project success while minimizing disruptions to the overall architectural integrity and business objectives.

## template

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### AI Prompt: Problem Management Plan Template

Imagine a seasoned [Enterprise Architect] guiding you through the essential components of a robust [Problem Management Plan Template] designed for seamless integration into your application lifecycle management strategy. You're seeking a comprehensive outline that not only encapsulates best practices but also highlights the importance of maintaining system integrity and minimizing downtime. For instance, the template should include sections on root cause analysis, incident tracking, and proactive solution implementation strategies that echo real-world scenarios faced in enterprise architectures. To enhance its applicability, consider adjustments that include customizable fields for specific organizational needs or compliance requirements. The ultimate output should be a user-friendly and visually engaging template ready for immediate deployment. Don't forget to include real-life case studies and industry benchmarks that reinforce the value of systematic problem management!

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# Problem Management Plan Template

## 1. Introduction

### 1.1 Purpose

- Define the purpose of the Problem Management Plan.

### 1.2 Scope

- Outline the scope of the plan including systems, applications, and services involved.

### 1.3 Audience

- Specify the intended audience for the document.

## 2. Problem Management Objectives

- List the objectives of the Problem Management process.

## **3. Problem Management Process**

### **3.1 Problem Identification**

- Define how problems will be identified (e.g., incident reports, monitoring tools).

### **3.2 Problem Logging**

- Describe how problems will be logged, including required information fields.

### **3.3 Problem Categorization**

- Outline the categories for problems (e.g., hardware, software, network).

### **3.4 Problem Prioritization**

- Define the criteria for prioritizing problems based on impact and urgency.

### **3.5 Problem Investigation and Diagnosis**

- Describe the process for investigating and diagnosing problems.

### **3.6 Workarounds**

- Outline the process for identifying and implementing workarounds.

### **3.7 Problem Resolution**

- Define how problems are resolved and the criteria for a successful resolution.

### **3.8 Problem Closure**

- Describe the criteria and process for closing problems.

## **4. Roles and Responsibilities**

- Detail the roles involved in the Problem Management process and their responsibilities.

## **5. Tools and Resources**

- List any tools required for problem management (e.g., ticketing system, documentation tools).

## **6. Communication Plan**

- Specify how communication will be handled throughout the problem management process.

## **7. Performance Metrics**

- Define metrics to measure the effectiveness of the Problem Management process.

## 8. Review and Continuous Improvement

- Outline the process for regularly reviewing the Problem Management Plan and making improvements.

## 9. Appendices

### 9.1 Glossary

- Provide definitions for key terms used in the document.

### 9.2 Process Flowcharts

- Include any relevant flowcharts that illustrate the Problem Management process.

### 9.3 References

- List any references used in creating this Problem Management Plan.



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