

Problem, Change, and Release Management

Planning, traceability, and continuous improvement

KEY BENEFITS



Reduction in the number and impact of recurring incidents through proactive Problem Management.



Improved productivity by reducing re-research efforts and avoiding conflicts between technicians.



More agile, secure, and coordinated change management with complete traceability.



Higher quality of service provided and alignment with business expectations.



Simplification of digital transformation through structured and orderly change management.

KEY FEATURES

- **Comprehensive management of the lifecycle**, of problems, known errors, changes, and deliveries aligned with ITIL.
- Kanbanboards with custom views for **visual tracking of problems and changes**.
- **Root cause analysis** and integration with the **knowledge database** for publishing temporary solutions.
- **Change planning** through tasks and milestones, with **graphical tracking in Gantt charts and calendars**.
- **Automation of CAB (Change Advisory Board) calculation** according to the nature of the change.
- **Bidirectional relationship with CMDB and assets**, allowing **full traceability**.
- **Configuration without programming**, integration with **Rest API and webhooks** for external systems.

60% of organizations consider problem management to be a critical component of their IT Service Management strategy.

Gartner