

Griffith Service Manager (GSM)

Problem guide

The following procedure walks you through the steps required for logging a Problem, including how create a workaround knowledge article for publication.

For information about what a Problem is and the Problem process please refer to the [Problem Management Process Guide](#).

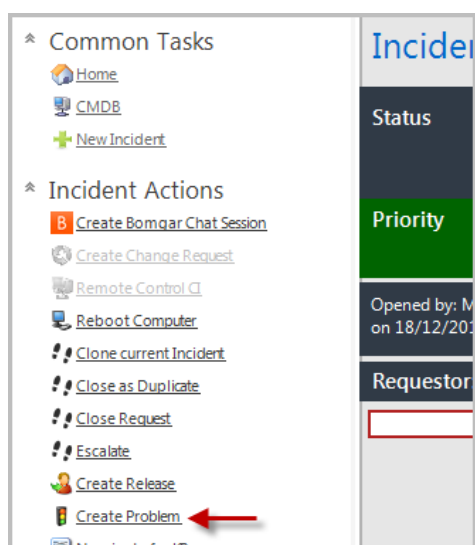
Access Griffith Service Manager (GSM)

- Ensure you have an internet connection
- Test environment: griffithtest.cherwellondemand.com/cherwellclient
- Griffith Service Manager: griffith.cherwellondemand.com/cherwellclient
- Log in using Griffith Single Sign-On using your Username and Password

Log a Problem record

1. Go to Menu toolbar > click **New** > click **New Problem**.
2. A new Problem record is created.

Note: A Problem can be logged from an Incident (Task Pane>Incident Actions>Create Problem link). When submitted from an Incident, the priority, short description, detailed description, and service categorization are auto-populated, and the Incident is linked to the Problem in the arrangement area.



Identify and Classify

Identify the Problem

1. Provide a **Short Description**.
2. Provide a **Detailed Description**.

Short Description:

Detailed Description:

Classify

Categorise the Record (Service/Category)

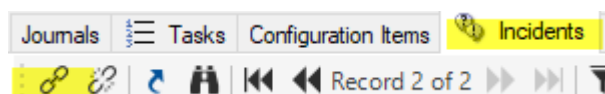
1. Individually select classifications in the Service and Category drop-down menus.

Service:

Category:

Priority:

2. (optionally) link related Incidents to the Problem
 - Click **Add an existing Incident** from the Incidents tab to launch the Incident Selector.
 - Select the **related Incidents** from the grid.



Check the priority

1. Click the **Priority** drop-down menu to reveal the priority matrix, and then click a number (priority).

Record owned by details

1. Click the **Take Ownership** link to make yourself the owner of the Problem record or assign the Problem record to another user by selecting a team and then a user in that team.
2. The Problem status changes to **Assigned**.




Owned By:	Take Ownership
- select owner -	
- select team -	

- Click the **Begin Work** link in the Status bar.
Note: The status changes to **Work in Progress**.

Investigation and Analysis

Diagnosis and affected CI's



- Provide a description of the **diagnostic** process. This information might include:
 - Investigative process (example: search knowledge base, view similar Problems, recreate issue, etc.).
 - Analysis of the results.
- If a **CI** is affected click the CI Selector button to launch the CMDB window, where you can select a CI.

Diagnosis:	Affected CI:
<input type="text"/>	<input type="text"/>   
	View Impacted CI's


Workaround and Known Error

Develop/log workaround and known error details for customers


- In the Workaround field provide an explanation of the workaround, i.e. a detailed procedure so that users and customers understand exactly what they are supposed to do.

Workaround:	
<input type="text"/>	 Submit workaround to knowledge base  Remove known error from problem dashboard

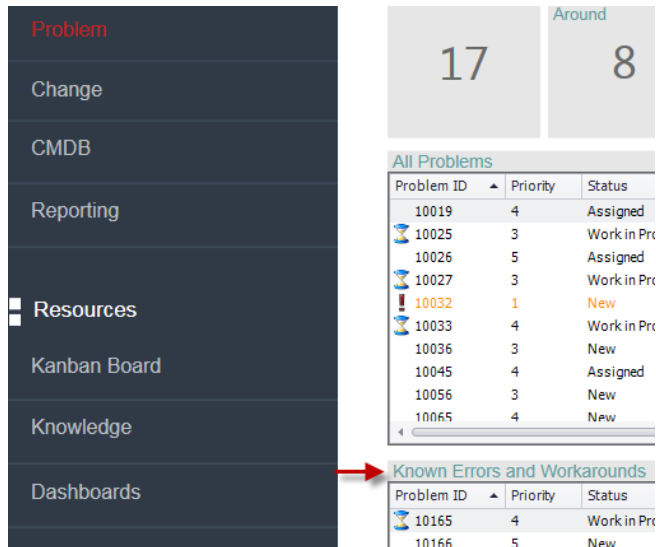
Update Users and Customers about the known error

- Submit workaround to knowledge base: Click the **Submit workaround to knowledge base** button  to create a knowledge article using the described known error.

Notes: The Workaround field is required to create a knowledge article. The new knowledge article pulls information from the following fields: short description, detailed description, service, category, workaround, diagnosis, and resolution.

2. Publish known error to **Problem dashboard**: Click the **Publish known error to Problem dashboard** button  to post the known error to the known errors and workarounds window on **Problem dashboard**.

The **Problem dashboard** is accessed from the left-hand menu on the **My Work dashboard**.



Problem ID	Priority	Status
10019	4	Assigned
10025	3	Work in Pr
10026	5	Assigned
10027	3	Work in Pr
10032	1	New
10033	4	Work in Pr
10036	3	New
10045	4	Assigned
10056	3	New
10065	4	New

Problem ID	Priority	Status
10165	4	Work in Pr
10166	5	New

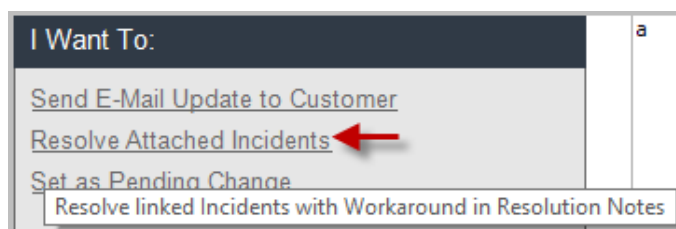
Note: The diagnosis and workaround fields are required to publish workaround information.

Note: To remove the known error from the known errors and workarounds window, click the **Remove known error from Problem dashboard**.

Root Cause and Resolution

Record the resolution and cause code associated with the Problem

1. Provide a description of the root cause and **Resolution**.
2. Select a cause type from the **Cause Code** drop-down list.
3. Resolve the Problem
 - o If Incidents are attached to the Problem, click **Resolve Attached Incidents** in the **I Want To** section on the left-hand menu. This will resolve all attached Incidents.
 - o Click the **Set as Resolved** link in the status bar.



Note: The workaround field is required to resolve attached Incidents.

Close the problem

1. Click the **Close** link in the Status bar to close the Problem.

Note: After a Problem enters the Closed status, the record cannot be reopened.

Support

Requirements

For additional inclusions for amendments to GSM:

- Contact the IT Service Centre to log a ticket (07) 3735 5555
- Log a ticket to the GSM Administration Team by using the following details to classify ticket
 - **Service:** Business Application
 - **Category:** Griffith Service Manager
 - **Subcategory:** Enhancement

Online resources

Visit the Service Management Office website:

<http://intranet.secure.griffith.edu.au/computing/service-management> for self-help resources and reference guides

Prepared by: Service Management Office, Digital Solutions
Email servicemanagementoffice@griffith.edu.au
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