



The Problem management practice... in practice...is nothing but the old and familiar Risk management

Problem management is a very well known discipline (process) outside of IT. But they have a different name for it... People outside of IT have called it Risk Management for ages.

Why have IT people ignored "outside" knowledge for so long? Would they have been open to other knowledge domains, they would have recognized that there is a lot to learn from other disciplines. Risk management is a great example.

Instead, IT people, following ITIL, have used "best practices" to describe applications of the ancient Risk management process. Isn't capacity management highly focused on preventing capacity 'issues'? Isn't availability management highly focused at.... Isn't security management focused at... Etc.

ITIL now contains 27 best practices, but still only covers 5 or 6 processes. All other practices are applications of these processes, in terms of functions, often describing applications of the Risk management discipline.

Once you understand this, it gets so much easier to see how you can make the ITIL practices work in (your) practice.... And Problem management will be a very valuable practice.... In practice.