

Problem Management

Identify root causes and prevent recurring issues with structured workflows, trend analysis, and real-time visibility across systems and incidents.

SKU	IT - ITSM - PRB
Solution area	IT Service Delivery
Works with	Incident Management, Service Desk & Request Portal, Knowledge Management, Enterprise Assets & Structure, Vulnerability Management, Change Management
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Datasheet	v1.0

What it is

Problem Management is the process of identifying and resolving the root causes of incidents to prevent them from recurring. It enables organizations to improve service reliability, reduce incident volume, and drive continuous improvement across IT operations.

SmartSuite's Problem Management software provides a structured, scalable system to identify root causes of incidents and prevent them from recurring. It enables organizations to move beyond reactive incident resolution to proactive service improvement.

Teams can analyze incident patterns, investigate underlying issues, and track problem records through a centralized system of record. By linking problems to incidents, assets, and systems, organizations gain the context needed to identify systemic weaknesses.

Core capabilities

Problem Identification & Tracking

Capture and manage problem records linked to recurring incidents.

Root Cause Analysis (RCA)

Investigate underlying causes using structured analysis workflows.

Incident Correlation & Trend Analysis

Identify patterns across incidents to detect systemic issues.

Known Error Database (KEDB)

Document known issues and solutions for reuse and faster resolution.

Corrective Action Tracking

Assign and monitor remediation efforts to resolve root causes.

Asset & System Context Integration

Link problems to systems, applications, and ownership structures.

Knowledge Integration

Convert solutions into knowledge articles for future use.

Dashboards & Problem Analytics

Track trends, recurring issues, and resolution effectiveness.

Workflow Automation

Automate problem detection, escalation, and tracking processes.

The Problem Management Lifecycle

Step 1 Identify Problems Detect recurring incidents and underlying issues.	Step 2 Analyze Root Cause Investigate causes using structured RCA methods.	Step 3 Document Known Errors Record findings and solutions for reuse.	Step 4 Implement Fixes Coordinate corrective actions across teams.	Step 5 Monitor & Improve Track effectiveness and prevent recurrence.
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Who it is for

IT Operations Lead Drives service reliability and continuous improvement.	Service Desk Manager Identifies recurring issues across tickets.	Problem Manager / Analyst Leads root cause analysis and resolution.
Infrastructure / DevOps Engineer Implements fixes and system improvements.	Support Agent Provides input on recurring issues and known errors.	Executive Leadership Monitors service stability and long-term performance.

Works with

Incident Management Feeds recurring incidents into problem identification.	Service Desk & Request Portal Provides data and trends for identifying systemic issues.
Knowledge Management Captures solutions and known errors for reuse.	Enterprise Assets & Structure Links problems to systems, assets, and ownership.
Vulnerability Management Connects recurring issues to underlying vulnerabilities.	Change Management Implements long-term fixes and improvements.

Built differently. Problem Management runs on the same relational platform as every other SmartSuite product, so its records link to the risks, controls, issues and evidence they affect, and every report reflects the current state rather than a copy.

See it working with your data

Ask your SmartSuite account team for a demo of Problem Management configured for your organization, or read the full product entry at smartsuite.com/products/problem-management.

Schedule a demo