

GENERAL

This document is under the Change Management Control Policy.

Description	This document establishes a set of Known Error Database Management (KEDBM) procedures for the Fermilab Computing Sector. Adoption and implementation of these procedures ensures information known about existing errors and potential workarounds can be easily accessed. This access will support the timely recovery of services and will minimize the adverse impact on business operations.		
Purpose	The purpose of these procedures is to establish known error database management (KEDBM) for the Fermilab Computing Sector. Adoption and implementation of these procedures provides a structured method to create and maintain a repository of information on existing known errors. This minimizes the adverse impact on operational ability of a business due to incidents and problems caused by errors within the IT infrastructure.		
Applicable to	<i>Known Error Database Management procedures in support of the ISO20000 initiative.</i>		
Supersedes	1.1		
Document Owner	Problem Manager	Owner Org	Computing Sector
Effective Date	1-28-2021	Review	1-28-2022

VERSION HISTORY

Version	Date	Author(s)	Change Summary
0.1	10/3/2013	Gerald Guglielmo, Problem Coordinators, Incident Manager, Service Level Manager	Initial draft of document
0.2	11/06/2013	Gerald Guglielmo, Problem Coordinators,	Corrected document to reflect it describes a set of procedures under Problem Management. Fixed a few places where Problem Management was written instead of

VERSION HISTORY

Version	Date	Author(s)	Change Summary
		Incident Manager, Service Level Manager	Known error Database Management
0.3	10/09/2017	Gerald Guglielmo	Formatting, spelling and grammar changes. Modify reporting frequency and reports.
1.0	12/14/2017	Gerald Guglielmo, Problem Coordinators	Initial release as part of the annual review of Problem Management documents.
1.1	12/14/2018	Gerald Guglielmo, Problem Coordinators	Annual review
1.2	1/28/2021	Gerald Guglielmo, Problem Coordinators	Annual review. Fixed text in integration points that was vague.

TABLE OF CONTENTS

EXECUTIVE OVERVIEW – KNOWN ERROR DATABASE MANAGEMENT4

HIGH LEVEL FLOW – KNOWN ERROR DATABASE MANAGEMENT5

ROLES AND RESPONSIBILITIES – KNOWN ERROR DATABASE MANAGEMENT.....6

1 RACI MATRIX – KNOWN ERROR DATABASE MANAGEMENT.....9

1.1 KNOWN ERROR IDENTIFICATION PROCEDURE..... 10

1.1 KNOWN ERROR IDENTIFICATION BUSINESS PROCEDURE RULES 11

1.1 KNOWN ERROR IDENTIFICATION PROCEDURE NARRATIVE..... 11

1.1 KNOWN ERROR IDENTIFICATION RISKS..... 12

1.2 KNOWN ERROR CREATION PROCEDURE..... 14

1.2 KNOWN ERROR CREATION BUSINESS PROCEDURE RULES 15

1.2 KNOWN ERROR CREATION PROCEDURE NARRATIVE..... 15

1.2 KNOWN ERROR CREATION RISKS..... 16

1.3 KNOWN ERROR REVIEW PROCEDURE 18

1.3 KNOWN ERROR REVIEW BUSINESS PROCEDURE RULES..... 19

1.3 KNOWN ERROR REVIEW PROCEDURE NARRATIVE 19

1.3 KNOWN ERROR REVIEW RISKS 20

1.4 KNOWN ERROR REVIEW FOR RETIREMENT PROCEDURE22

1.4 KNOWN ERROR REVIEW FOR RETIREMENT PROCEDURE RULES23

1.4 KNOWN ERROR REVIEW FOR RETIREMENT PROCEDURE NARRATIVE23

1.4 KNOWN ERROR REVIEW FOR RETIREMENT RISKS24

1.5 KNOWN ERROR DATABASE MANAGEMENT CONTINUOUS IMPROVEMENT FLOW..25

**1.5 KNOWN ERROR DATABASE MANAGEMENT CONTINUOUS IMPROVEMENT BUSINESS
PROCEDURE RULES 26**

**1.5 KNOWN ERROR DATABASE MANAGEMENT CONTINUOUS IMPROVEMENT PROCEDURE
NARRATIVE 26**

1.5 KNOWN ERROR DATABASE MANAGEMENT CONTINUOUS IMPROVEMENT RISKS .27

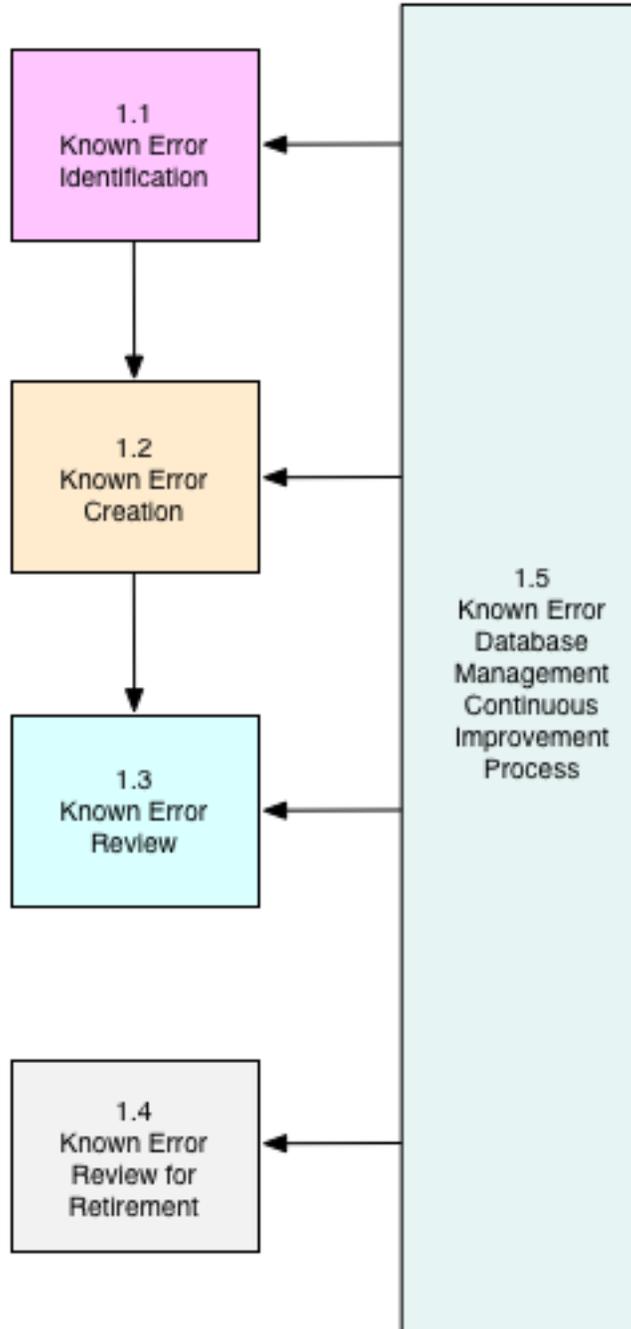
INTEGRATION POINTS – KNOWN ERROR DATABASE MANAGEMENT27

KNOWN ERROR DATABASE MANAGEMENT SUPPORTING DOCUMENTS30

EXECUTIVE OVERVIEW – KNOWN ERROR DATABASE MANAGEMENT

Goal	To contribute to the mission of the laboratory by providing the highest possible levels of IT Service availability through minimization of the impact of Incidents and Problems within the environment by: <ul style="list-style-type: none">• Providing a repository of information on known errors to support the quick restoration of services due to previously identified issues.
Benefits	Higher IT Service availability and user productivity, less disruption, reduced expenditure on fixes, and reduced costs in resolving repeat incidents, quicker restoration of services due to known existing issues as a result of the following Known Error Database Management activities: <ul style="list-style-type: none">• Centrally manage information related to existing known errors in the environment reducing time to restoration for repeat occurrences.• Review of existing information on known errors for continued relevant and elimination of obsolete information that could confuse or otherwise delay service restoration activities.• Allow better trending on the recurrence of issues related to documented known errors.

HIGH LEVEL FLOW – KNOWN ERROR DATABASE MANAGEMENT



ROLES AND RESPONSIBILITIES – KNOWN ERROR DATABASE MANAGEMENT

Roles	Responsibilities
Problem Manager	<ul style="list-style-type: none"> • Receives input on potential Known Error Database entries from Incident Management • Confirms that a Known Error Database entry will be created from Incident • Determines if Known Error Database entry will be created from Problem • Identifies Known Error Database articles waiting for initial review • Verifies whether there is already a Known Error and matching Workaround in the Known Error Database • Reviews Known Error Database entries prior to publishing • Publishes Known Error Database entries • Identifies Known Error Database entries to be reviewed for potential retirement • Confirms Known Error Database entries will be retired • Retires Known Error Database entries confirmed for retirement • Applies Lessons Learned to the Known Error Database Management procedures as necessary • Decides on course of action
Problem Coordinator	<ul style="list-style-type: none"> • Receives request from Problem Manager to create a Known Error Database entry • Using established criteria generates an initial draft Known Error Database entry • Confers with Technical Expert or Subject Matter Expert if necessary on contents of draft Known Error Database entry • Updates the draft Known Error Database entry and prepares it for review • Requests review of draft Known Error Database entry • Verifies whether there is already a Known Error and matching Workaround in the Known Error Database
Incident Manager	<ul style="list-style-type: none"> • Provides input on potential Known Error Database entries from Incident

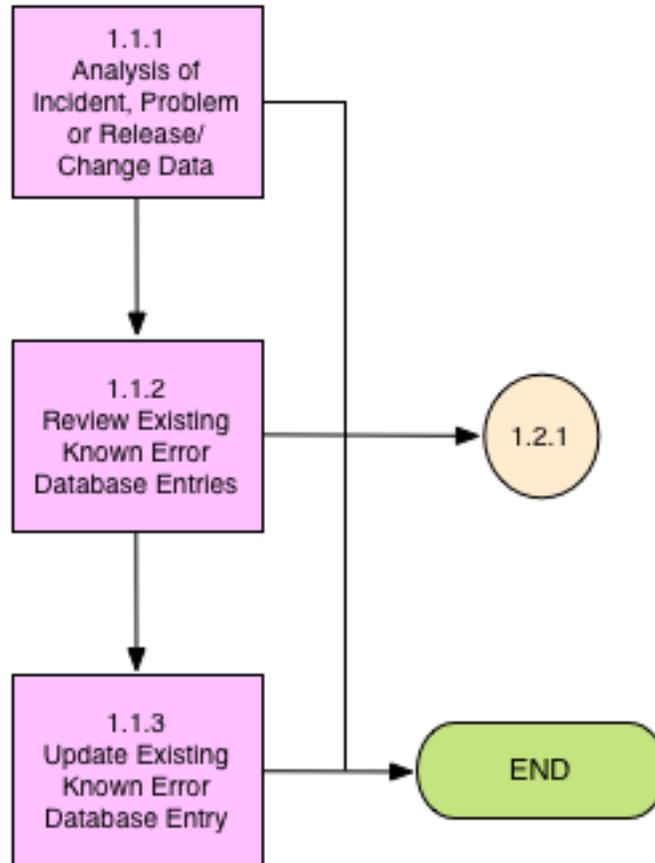
	<p>Management</p> <ul style="list-style-type: none"> • Receives request from Problem Manager to create a Known Error Database entry • Using established criteria generates an initial draft Known Error Database entry • Confers with Technical Expert or Subject Matter Expert if necessary on contents of draft Known Error Database entry • Updates the draft Known Error Database entry and prepares it for review • Requests review of draft Known Error Database entry • Verifies whether there is already a Known Error and matching Workaround in the Known Error Database • Monitors use of Known Error Database for resolution of Incidents by the Service Desk
<p>Service Level Manager</p>	<ul style="list-style-type: none"> • Provides input on potential Known Error Database entries from Incident Management • Receives request from Problem Manager to create a Known Error Database entry • Using established criteria generates an initial draft Known Error Database entry • Confers with Technical Expert or Subject Matter Expert if necessary on contents of draft Known Error Database entry • Updates the draft Known Error Database entry and prepares it for review • Requests review of draft Known Error Database entry • Verifies whether there is already a Known Error and matching Workaround in the Known Error Database

MEASUREMENTS				
Key Performance Indicators	Frequency	Threshold	Objectives	Evidence
Number of Incidents Resolved Using KEDB (Last 4 Years)	Quarterly	5%	Monitor how the organization is leveraging prior knowledge. This will be phased in once the ITSM tool is configured to track usage for Incidents.	Service Management Report
Open KEDB Entry Service Offerings by View Count	Quarterly	N/A	Understand breadth of KEDB for the organization	Service Management Report
KEDB Entries Published (Last 4 Years)	Quarterly	N/A	Monitor how well the KEDB is being updated with new information.	Service Management Report
KEDB Entries Retired (Last 4 Years)	Quarterly	N/A	Monitor how well the KEDB is being managed with respect to continued relevance.	Service Management Report

1 RACI MATRIX – KNOWN ERROR DATABASE MANAGEMENT

1 RACI MATRIX – KNOWN ERROR DATABASE MANAGEMENT								
Name	Known Error Database Management							
	R - Responsible Person responsible for getting the work done A - Accountable Only one person can be accountable for each activity C - Consult The people who are consulted and whose opinions are sought I - Inform The people who are kept up-to-date on progress							
		Primary Role in Process						
		Primary Interactions						
		Secondary Roles						
Procedure Activities	Problem Manager	Problem Coordinator	Incident Manager	Service Level Manager	Technical Expert	Subject Matter Expert	Change Manager	Knowledge Manager
1.1 Known Error Identification								
1.1.1 Analysis of Incident, Problem or Release/Change Data	A	R	R	R	C	C	C	
1.1.2 Review Existing Known Error Database Entries	A	R	R	R				
1.1.3 Update Existing Known Error Database Entry	A	R	R	R	C	C		
1.2 Known Error Creation								
1.2.1 Create Draft Known Error Database Entry	A	R	R	R	C	C		
1.2.2 Edit Draft Known Error Database Entry	A	R	R	R				
1.2.3 Request Review of Known Error Database Entry	A	R	R	R				
1.3 Known Error Review								
1.3.1 Identify Known Error Database Entries Ready for Review	A/R							
1.3.2 Review Identified Known Error Database Entry	A/R	C	C	C	C	C	C	
1.3.3 Check for Duplicate Known Error Database Entry	A/R	C	C	C	C	C		C
1.3.4 Publish Known Error Database Entry	A/R		I					I
1.4 Known Error Review for Retirement								
1.4.1 Check for Known Error Database Entries for Retirement	A/R							
1.4.2 Review Identified Known Error Database Entry for Retirement	A/R		C	C	C	C		
1.4.3 Update Known Error Database Entry	A/R				C	C		
1.4.4 Retire Known Error Database Entry	A/R		I	I				I

1.1 KNOWN ERROR IDENTIFICATION PROCEDURE



1.1 KNOWN ERROR IDENTIFICATION BUSINESS PROCEDURE RULES

Inputs	<ul style="list-style-type: none"> • Problems • Incidents
Entry Criteria	<ul style="list-style-type: none"> • An Incident workaround identified that may have broader value for re-use • A Problem workaround identified that may have broader value for re-use
General Comments	The purpose of this procedure is to proactively identify workarounds that have potential for re-use for quickly restoring services.

1.1 KNOWN ERROR IDENTIFICATION PROCEDURE NARRATIVE

Step	Responsible Role	Action
1.1.1 Analysis of Incident, Problem or Release/Change Data	Problem Coordinator / Incident Manager / Service Level Manager	<p>Analyze incident, problem, input data from Release/Change and (known) error data to produce management information and potential re-use value.</p> <p>Identify potential workaround value by considering these types of questions:</p> <ul style="list-style-type: none"> • Is the issue of a particular type likely to recur? • Is the workaround general enough to be re-used in similar circumstances? • Are there unresolved incidents with a similar suspected cause? <p>Confer with Technical and Subject Matter experts on:</p> <ul style="list-style-type: none"> • Accuracy of information • Potential relevance for reuse <p>Confer with Change Manager on any recent Changes related to issues.</p>

1.1 KNOWN ERROR IDENTIFICATION PROCEDURE NARRATIVE

Step	Responsible Role	Action
1.1.2 Review Existing Known Error Database Entries	Problem Coordinator / Incident Manager / Service Level Manager	<p>Check for and review existing Known Error Database entries that may be related:</p> <ul style="list-style-type: none"> • Same or similar short description for Known Error Database entries. • Related CIs with resolutions using Known Error Database • Same or similar short descriptions for other Incidents • Same or similar short descriptions for Problems • Problems resolved using a workaround. <p>Determine if a new Known Error Database entry should be created or existing entry is sufficient.</p>
1.1.3 Update Existing Known Error Database Entry	Problem Coordinator / Incident Manager / Service Level Manager	<p>Determine if existing entry is sufficient as is or needs to be updated. This may be in conjunction with the Technical or Subject Matter Experts.</p> <p>Questions to consider:</p> <ul style="list-style-type: none"> • Is the description sufficient to cover new Incidents or Problem? • Does the workaround sufficiently explain how to resolve the new Incidents or the Problem • Is there additional explanatory information, improved descriptions or other text that would improve or broaden the usability of the entry • Would additional information be useful in deciding when to retire an entry in the future?

Outputs	<ul style="list-style-type: none"> • Update existing Known Error Database entries • Potential new Known Error Database entries
Exit Criteria	<ul style="list-style-type: none"> • Information gathered for new Known Error Database entry, or existing Known Error Database entry updated if necessary.

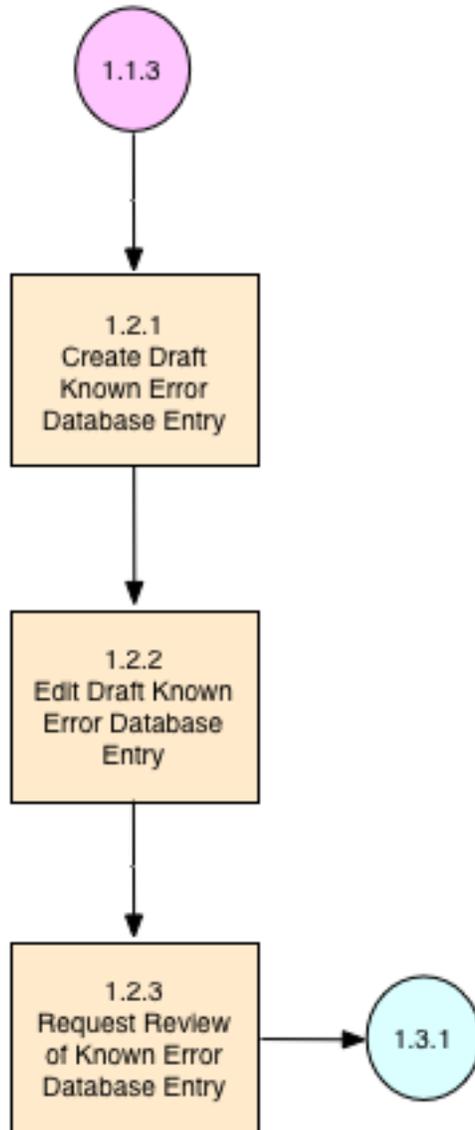
1.1 KNOWN ERROR IDENTIFICATION RISKS

Risk	Impact

1.1 KNOWN ERROR IDENTIFICATION RISKS

Risk	Impact
Potential Known Error Database entries not identified.	Longer service degradations and disruptions due to lost information on past restorations or the inability to easily find that information.
Existing Known Error Database entries not identified.	Potentially duplicate information stored in the Known Error Database. Could lead to entries that are inconsistent or out of date resulting in delayed recovery of a service.

1.2 KNOWN ERROR CREATION PROCEDURE



1.2 KNOWN ERROR CREATION BUSINESS PROCEDURE RULES

Inputs	<ul style="list-style-type: none"> • Problems • Multiple Incidents • Descriptions of issues and workarounds from external sources
Entry Criteria	<ul style="list-style-type: none"> • An Incident workaround identified not documented in the Known Error Database • A Problem workaround identified not documented in the Known Error Database
General Comments	The purpose of this procedure is to detail the steps necessary to complete the Known Error Creation procedures for the Fermilab Computing Sector.

1.2 KNOWN ERROR CREATION PROCEDURE NARRATIVE

Step	Responsible Role	Action
1.2.1 Create Draft Known Error Database Entry	Problem Coordinator / Incident Manager / Service Level Manager	<p>Involves one of the following:</p> <ul style="list-style-type: none"> • Create a draft Known Error Database Entry directly from an Incident record • Create a draft Known Error Database Entry directly from a Problem record • Create a draft Known Error Database Entry directly in the Knowledge interface. Requires manual setting of fields that are auto-populated from Incident and Problem record creation.

1.2 KNOWN ERROR CREATION PROCEDURE NARRATIVE

Step	Responsible Role	Action
1.2.2 Edit Draft Known Error Database Entry	Problem Coordinator / Incident Manager / Service Level Manager	Update the draft Known Error Database entry and prepare for review. The type of information that may be captured includes: <ul style="list-style-type: none"> • Additional information on scope • Details on symptoms not contained in original description • Clarification, or added detail, on workaround steps • Metadata for improved searching capability • Attachments
1.2.3 Request Review of Known Error Database Entry	Problem Coordinator / Incident Manager / Service Level Manager	Request draft Known Error Database entry be reviewed for publication into the Known Error Database.

Outputs	<ul style="list-style-type: none"> • Known Error Database entry in a state indicating a review is requested
Exit Criteria	<ul style="list-style-type: none"> • A new Known Error Database entry in a state indicating a review is requested

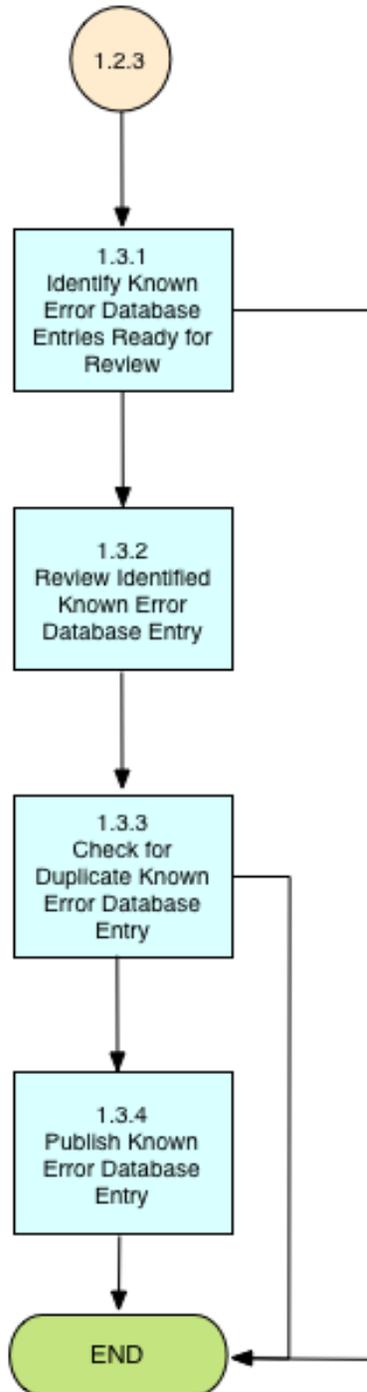
1.2 KNOWN ERROR CREATION RISKS

Risk	Impact
Known Error Database entry not created	Longer service degradations and disruptions due to lost information on past restorations or the inability to easily find that information.
Known Error Database entry information not fully documented	The information in the Known Error Database may be inaccurate or not documented sufficiently to be useful. The result could be longer service degradations and disruptions.
Known Error Database entry not requested to be reviewed	Organization misses the opportunity to utilize information learned from past Incidents and

1.2 KNOWN ERROR CREATION RISKS

Risk	Impact
	Problems that has been documented but not made available.

1.3 KNOWN ERROR REVIEW PROCEDURE



1.3 KNOWN ERROR REVIEW BUSINESS PROCEDURE RULES

Inputs	<ul style="list-style-type: none"> Known Error Database entries ready for review
Entry Criteria	<ul style="list-style-type: none"> Known Error Database has entries pending a review
General Comments	The Primary goal is to review usability and accuracy of Known Error Database entries prior to publishing in the Known Error Database and provide a check against duplicate entries being published.

1.3 KNOWN ERROR REVIEW PROCEDURE NARRATIVE

Step	Responsible Role	Action
1.3.1 Identify Known Error Database Entries Ready for Review	Problem Manager	Search Known Error Database for entries awaiting review for publishing. Confer with creators of Known Error Database entries in a Draft state on schedule for finishing.
1.3.2 Review Identified Known Error Database Entry	Problem Manager	Check of the entry may involve verification of the following: <ul style="list-style-type: none"> Clarity of description Clarity and accuracy of the workaround Service Offering Owning group Source Relevance of attachments Missing attachments referenced May confer with: <ul style="list-style-type: none"> Problem Coordinator Incident Manager Service Level Manager Change Manager Technical Expert Subject Matter Expert
1.3.3	Problem Manager	Check for and review existing Known Error Database

1.3 KNOWN ERROR REVIEW PROCEDURE NARRATIVE

Step	Responsible Role	Action
Check for Duplicate Known Error Database Entry		<p>entries that may be related:</p> <ul style="list-style-type: none"> • Same or similar short description for Known Error Database entries. • Related CIs with resolutions using Known Error Database • Same or similar short descriptions for other Incidents • Same or similar short descriptions for Problems • Problems resolved using a workaround <p>May confer with:</p> <ul style="list-style-type: none"> • Problem Coordinator • Incident Manager • Service Level Manager • Knowledge Manager • Technical Expert • Subject Matter Expert
1.3.4 Publish Known Error Database Entry	Problem Manager	Approve Known Error Database entry and publish in the Known Error Database.

Outputs	<ul style="list-style-type: none"> • Known Error Database Entry published • Duplicate Known Error Database Entry identified and removed
Exit Criteria	<ul style="list-style-type: none"> • Review completed and either entry published in the Known Error Database, or a duplicate entry removed.

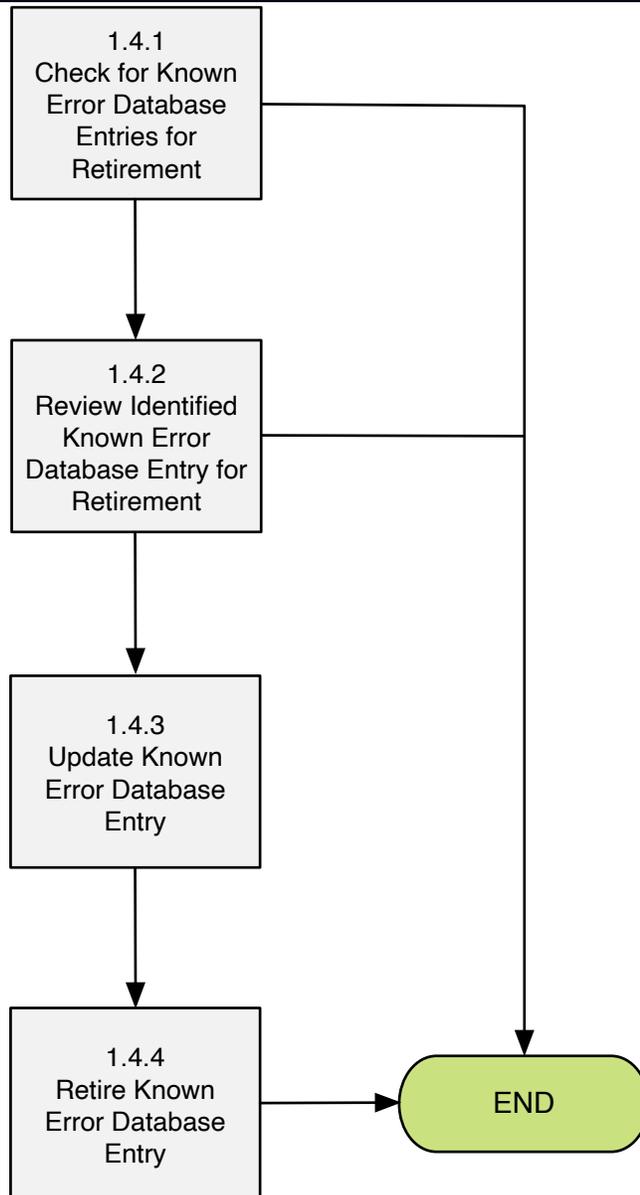
1.3 KNOWN ERROR REVIEW RISKS

Risk	Impact
Not publishing relevant entries in the Known Error database	Longer service degradations and disruptions due to lost information on past restorations or the inability to easily find that information.

1.3 KNOWN ERROR REVIEW RISKS

Risk	Impact
Not reviewing, or not adequately reviewing entries prior to publishing	The information in the Known Error Database may be inaccurate or not documented sufficiently to be useful. The result could be longer service degradations and disruptions.
Publishing a duplicate entry into the Known Error Database.	Potentially duplicate information stored in the Known Error Database. Could lead to entries that are inconsistent or out of date resulting in delayed recovery of a service.

1.4 KNOWN ERROR REVIEW FOR RETIREMENT PROCEDURE



1.4 KNOWN ERROR REVIEW FOR RETIREMENT PROCEDURE RULES

Inputs	<ul style="list-style-type: none"> Published Known Error Database entries
Entry Criteria	<ul style="list-style-type: none"> Published Known Error Database entry that has passed the annual review point
General Comments	The purpose of this procedure is to detail the steps necessary to complete the review of published Known Error Database entries scheduled to be reviewed for possible retirement.

1.4 KNOWN ERROR REVIEW FOR RETIREMENT PROCEDURE NARRATIVE

Step	Responsible Role	Action
1.4.1 Check for Known Error Database Entries for Retirement	Problem Manager	Search Known Error Database for entries scheduled for retirement review.
1.4.2 Review Identified Known Error Database Entry for Retirement	Problem Manager	<p>Check of the entry may involve verification of the following:</p> <ul style="list-style-type: none"> Current operational status of service Version information for various CIs, applications Usage of entry Viewing of entry <p>May confer with:</p> <ul style="list-style-type: none"> Problem Coordinator Incident Manager Service Level Manager Change Manager Technical Expert Subject Matter Expert
1.4.3 Update Known Error Database Entry	Problem Manager	If retiring, updating the Known Error Database entry for retirement reason.
1.4.4 Retire Known Error	Problem Manager	Mark the Known Error Database entry as retired.

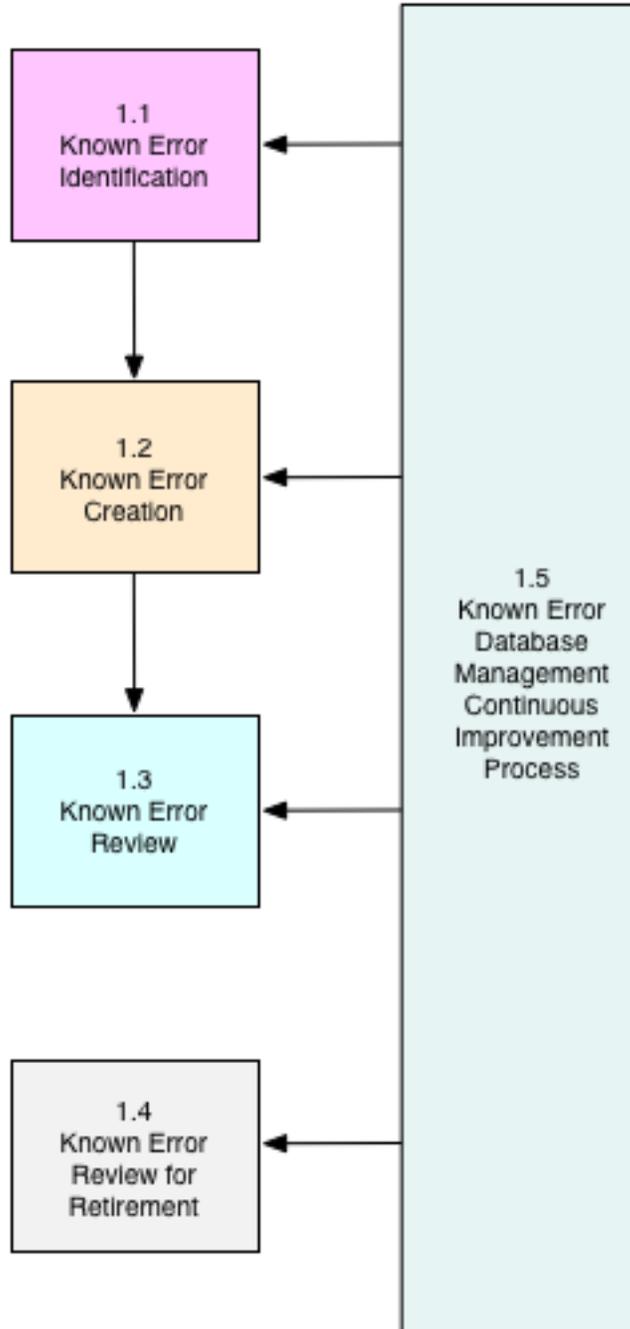
Database Entry		
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Outputs	<ul style="list-style-type: none"> Known Error Database entry retired if appropriate.
Exit Criteria	<ul style="list-style-type: none"> Review completed and entry either left in a published state or retired.

1.4 KNOWN ERROR REVIEW FOR RETIREMENT RISKS

Risk	Impact
Entries remaining in the Known Error Database past when they are relevant	Unnecessary information to sift through to find what is still relevant, or implementing the wrong workaround due to obsolete information. May increase period of degradation or disruption, or increase severity of issues.
Entries retired from Known Error Database too soon.	Longer service degradations and disruptions due to lost information on past restorations or the inability to easily find that information.

1.5 KNOWN ERROR DATABASE MANAGEMENT CONTINUOUS IMPROVEMENT FLOW



1.5 KNOWN ERROR DATABASE MANAGEMENT CONTINUOUS IMPROVEMENT BUSINESS PROCEDURE RULES

Inputs	<ul style="list-style-type: none"> Known Error Database Management reports
Entry Criteria	<ul style="list-style-type: none"> Known Error Database Management reports indicate a need for improvement in the procedures
General Comments	The purpose of this procedure is to proactively identify issues with the Known Error Database Management procedures and to make needed corrections in conjunction with Service Level Management.

1.5 KNOWN ERROR DATABASE MANAGEMENT CONTINUOUS IMPROVEMENT PROCEDURE NARRATIVE

Step	Responsible Role	Action
1.5 Known Error Database Management Continuous Improvement	Problem Manager	<p>Produce Trending and Analysis reports to relate known error successes to the incident environment.</p> <p>The success of Known Error Database Management is demonstrated by:</p> <ul style="list-style-type: none"> The reduction in the number of incidents without use of a Known Error Database entry The reduction of time needed to resolve incidents. Decrease of other costs incurred associated with resolution. <p>Known Error Database Management reports shall consider, but not be limited to, the following subjects:</p> <ul style="list-style-type: none"> Effectiveness of Known Error Database Management: details about the number of incidents resolved using Known Error Database entries.,

Outputs	<ul style="list-style-type: none"> Lessons Learned Known Error Database Management Service Improvement Project (SIP) Action plans for improving Known Error Database Management Management Information (reports)
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Exit Criteria	<ul style="list-style-type: none"> Action plan for performing a Service Improvement Project or a decision to not change the procedures.
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1.5 KNOWN ERROR DATABASE MANAGEMENT CONTINUOUS IMPROVEMENT RISKS

Risk	Impact
Known Error Database Management procedures are not reviewed on a regular basis	Known Error Database Management fails to meet the needs of Fermilab
Quality of Known Error Database entries not monitored	Known Error Database becomes stale and no longer serves the interest of the Fermilab Computing Sector.
Status and Action Plans not developed or followed through	Failure to actively manage the Known Error Database Management procedures will result in diminished returns from prior knowledge gained through Incident and Problem Management

INTEGRATION POINTS – KNOWN ERROR DATABASE MANAGEMENT

Process or Procedures		Process or Procedures	Information
Known Error Database Management	to	Incident Management	<ul style="list-style-type: none"> Ensures the Service Desk has accessibility to a Knowledge Base of Known Errors accompanied by solutions to resolve the Incident the next time it occurs. Provides Workarounds
Incident Management	to	Known Error Database Management	<ul style="list-style-type: none"> Incident workaround details and descriptions Provides input on relevance of Known Error Database entries to current service restoration
Known Error Database Management	to	Problem Management	<ul style="list-style-type: none"> Provides information on current workarounds in the Known Error Database Provides information on relevance and usage of current workarounds in the Known Error Database
Problem Management	to	Known Error Database Management	<ul style="list-style-type: none"> Problem workaround details and descriptions.
			<ul style="list-style-type: none">
Known Error Database	to	Change Management	<ul style="list-style-type: none"> Provides input on current workarounds

INTEGRATION POINTS – KNOWN ERROR DATABASE MANAGEMENT			
Process or Procedures		Process or Procedures	Information
Management			
Change Management	to	Known Error Database Management	<ul style="list-style-type: none"> Provides details on Changes that required a workaround to complete Provides details on Changes that have known defects and information on potential workarounds
Known Error Database Management	to	Release Management	<ul style="list-style-type: none"> Provides information on current known defects and information on potential workarounds
Release Management	to	Known Error Database Management	<ul style="list-style-type: none"> Provides details on Changes that required a workaround to complete Provides details on Changes that have known defects and information on potential workarounds
Known Error Database Management	to	Configuration Management	<ul style="list-style-type: none"> Reports on CIs that have been identified as related to Known Error Database entries
Configuration Management	to	Known Error Database Management	<ul style="list-style-type: none"> Provides information on CIs that have contributed to repeat Incidents and Problems. Assists in identifying faulty CIs.
Known Error Database Management	to	Service Level Management (SLM)	<ul style="list-style-type: none"> Provides information on usage of Known Error Database to restore services Provides information on Known Error Database entries that have been retired
Service Level Management	to	Known Error Database Management	<ul style="list-style-type: none"> Assists in identifying where new Known Error Database entries would improve service levels
Known Error Database Management	to	Capacity Management	<ul style="list-style-type: none"> Provides information on workarounds related to capacity issues
Capacity Management	to	Known Error Database Management	<ul style="list-style-type: none"> Provides performance analysis and findings in support of maintenance of the Known Error Database
Known Error Database	to	Security Management	<ul style="list-style-type: none"> Workaround information for Notification and resolution of Security related issues,

INTEGRATION POINTS – KNOWN ERROR DATABASE MANAGEMENT			
Process or Procedures		Process or Procedures	Information
Management			Problems and Known Errors.
Security Management	to	Known Error Database Management	<ul style="list-style-type: none">• Provides Security technical assistance as needed on workarounds

KNOWN ERROR DATABASE MANAGEMENT SUPPORTING DOCUMENTS

Document Name	Description	Relationship
Fermilab Problem Management Process and Procedures	Process	Governing process document.
Fermilab Known Error Database Management Procedures	Process	This document
Known Error Database Management Procedures Metrics	Performance Management Metrics	This Document
Fermilab Incident Management Process and Procedures Appendix 11	Severity Table and Escalation Table	Priority and Urgency guidelines

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