Problem Management

Process

The Problem Management process consists of four procedures.

The first procedure is called "Support Request Review". This procedure is used by problem managers when they review support requests to identify problems within the services they are responsible for.

The second procedure is called "Root Cause Analysis". It is used by specialists when they analyze a problem.

The third procedure is called "Analysis Review". It is followed by problem managers when they review the results of a root cause analysis performed by a specialist.

The fourth and final procedure is called "Problem Closure". Problem managers use it when they close out problems.

For more details about these procedures, click on the Process button to return to the graphical representation of this process and click on the box that represents the procedure that you would like to know more about. The graphical representation of this procedure will appear and you will be able to click on the Description button in the upper left-hand corner of your screen to read more about it.

Mission

The mission of the Problem Management process is to minimize the number of incidents.

Scope

The scope of the Problem Management process is limited to problems that can be identified using the registered support request information, and problems that have been identified by Availability and Capacity Management.

Level of Detail

The level of detail in which Problem Management information is to be registered is specified in the field utilization guidelines for the fields of the form that is available in the service management application for the support of this process.

The following form is available in the service management application for the Problem Management process:

- Problem

Click on the form to obtain the field utilization guidelines for each of its fields.

Roles & Responsibilities

The table below lists the different roles that are involved in the Problem Management process, along with their respective responsibilities. Click on a role to review its profile.

Role	Responsibility
Problem manager	Identifies problems using the registered support requests that have been related to the service(s) for which he/she acts as the problem manager. Ensures that the problems he/she manages, including the ones that have been identified within the Availability and Capacity Management processes, progress through the Problem Management process in a timely and prioritized fashion. Ensures that the information entered in the problems that he/she manages is accurate and complete. Verifies structural solutions and closes problems.
Specialist	Suggests workarounds and structural solutions for problems. Establishes root causes of identified problems. Implements structural solutions for problems if Change Management is not required. Updates problems with relevant information and status changes.

Key Performance Indicators

The table below lists the key performance indicators (KPIs) that have been selected for tracking the success of the Problem Management process.

KPI	Definition	Frequency	Unit
Incidents by service	The number of incidents registered for a service.	Monthly	# of incidents
Problem Management activity by service	Per service: the number of new problems identified; the number of fixed problems; the number of open problems.	Monthly	# of problems

Beneficiaries

The roles that rely on the Problem Management process are listed in the table below, along with their respective requirements for the Problem Management process.

Beneficiary	Requirement
Change coordinators	Information regarding problems for which the implementation of a structural solution has been requested.
Controllers	Information regarding the time spent on problems, and the link between problems and the affected service, to serve as input for service cost calculation.
Problem managers	Information regarding the progress of problems that have been assigned to specialists for analysis.

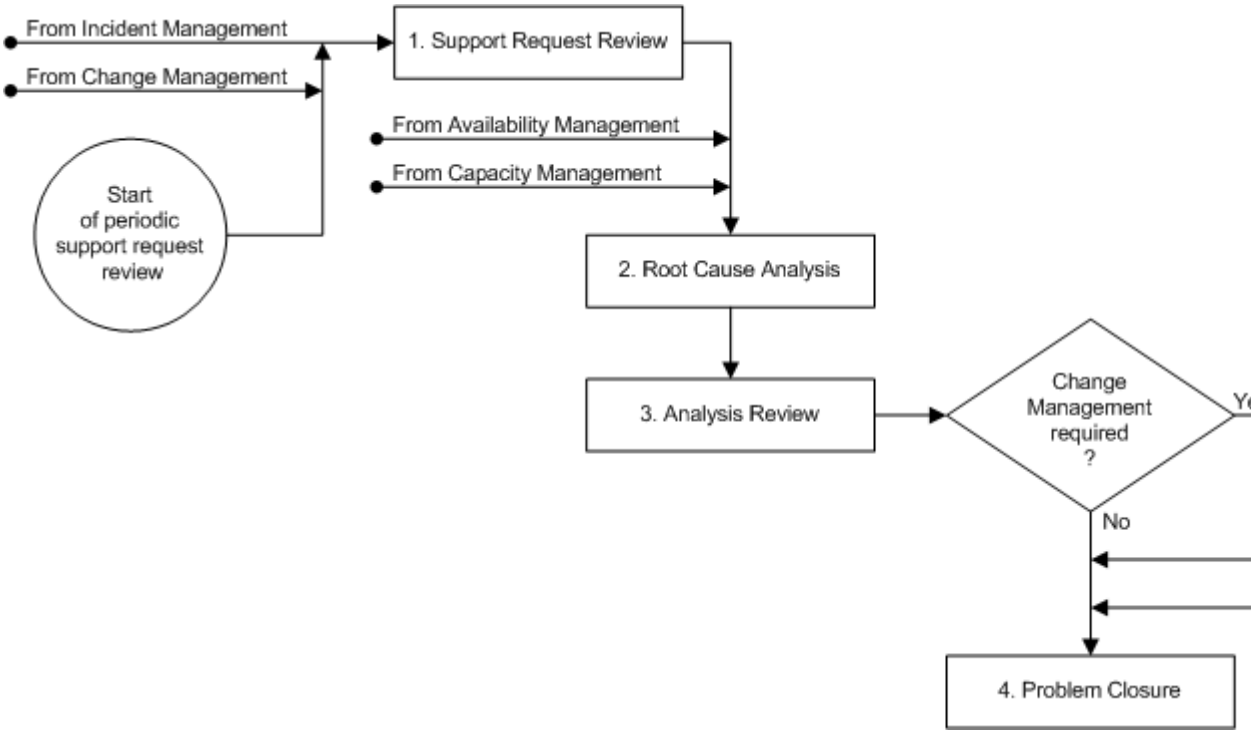
Service desk agents	Information regarding the problems that affect the services provided by the organization for which they provide the customer interface.
Service level managers	Information regarding the problems that affected, affect, or are expected to affect the services that are used by the customers that they represent.
Service providers	Information regarding the problems that affected, affect, or are expected to affect the services that they provide.
Specialists	Information regarding problems that have been assigned to a specialist for analysis.

Owner

The owner of the Problem Management process is the Service Management CAB.

This CAB is responsible for reviewing, and subsequently approving or rejecting, requests for improvement of the Problem Management process and its supporting functionality in the service management application.

Process



Procedure 1, Support Request Review

The problem manager uses support request information to identify problems in the service(s) he/she is responsible for. The problem manager's most important tools for identifying problems are the search and reporting functionality of the service management application. A specialist can also draw the attention of a problem manager to certain support requests that, in the opinion of the specialist, represent a problem.

After the identification of a problem, the problem manager registers the problem in the service management

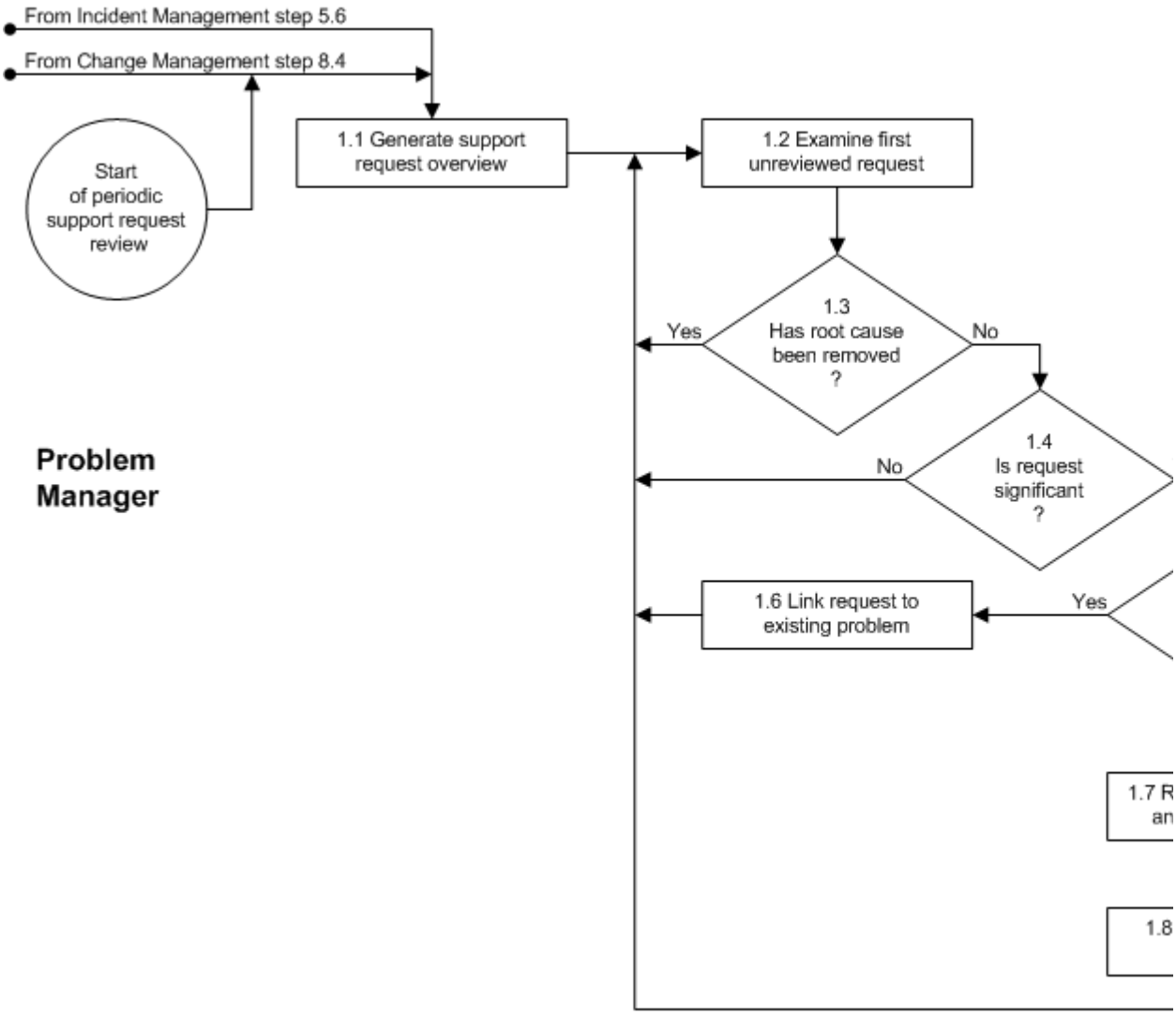
application. The problem manager subsequently selects the appropriate severity level and links the support requests that were caused by the problem to it.

The problem manager then assigns the problem to the most appropriate specialist (in terms of skills and availability) for analysis.

The service desk is automatically informed via e-mail that a new problem has been identified after the problem has been saved.

When the problem manager finds support requests that have not yet been linked to a problem, but which were caused by a previously identified problem, he/she links these support requests to the problem.

Procedure 1, Support Request Review



Work Instructions

Procedure Step	Work Instructions for Problem Managers
1.1 Generate support request overview	1.1.1 At the start of the periodic support request review, generate an overview of support request information to facilitate the identification of problems. Start for instance by selecting all support requests that have: been linked to the service for which you are the problem manager, been resolved in the past month, the Impact field set to "High - Service Down for Several Users", the Completion code field set to one of the following values: Gone - Not Able to Reproduce; Unable - Not Able to Solve or in Conflict with Standard or Policy; Workaround - Root Cause not Removed, not yet been linked to a problem. 1.1.2 After a specialist has drawn your attention to a potential new problem, create an overview that includes the support request(s) that the specialist referred to, as well as any similar support requests.

Work Instructions

Procedure Step	Work Instructions for Problem Managers
1.2 Examine first unreviewed request	1.2.1 Review the information of the first support request on the list that has not yet been reviewed. Note: If you have completed the review of all support requests in the overview, you can generate another overview. The support request review is completed when you have reviewed the last support request of the last overview that you consider relevant for the identification of previously unidentified problems.

Work Instructions

Procedure Step	Work Instructions for Problem Managers
	1.3.1 Determine if the root cause, which resulted in the symptoms that ultimately led to the registration of the support request, was removed when it was completed. If the root cause was not removed, continue with 1.4.1. If the root cause was removed when the support request was completed, go back to 1.2.1 to look at the details of the next support request.

Work Instructions

Procedure Step	Work Instructions for Problem Managers
	1.4.1 Determine if the support request is significant. If this is the case, continue with 1.5.1. Otherwise go back to 1.2.1 to look at the details of the next support request. Note: A support request is considered significant when: its impact level was "High - Service Down for Several Users", there have been multiple occurrences, and/or it is expected to recur.

Work Instructions

Procedure Step	Work Instructions for Problem Managers
	1.5.1 Check the open problems to see if this problem was already identified. If this is the case, continue with 1.6.1. If this problem has not yet been registered in the service management application, go to 1.7.1.

Work Instructions

Procedure Step	Work Instructions for Problem Managers
1.6 Link request to existing problem	1.6.1 Open the existing problem. 1.6.2 Click on the Relations tab of the problem and relate the support request to it. 1.6.3 Go back to 1.2.1 to look at the details of the next support request.

Work Instructions

Procedure Step	Work Instructions for Problem Managers
1.7 Register new problem and link request to it	1.7.1 Open a new problem. Leave the Status field of the problem set to "Registered" (its default value). 1.7.2 Ensure that you are selected in the Manager field of the problem. 1.7.3 Select the affected service in the Service field of the problem. 1.7.4 Enter a short description of the problem in the Description field and provide a detailed description of the symptoms of the problem in the Information update field. 1.7.5 If already known, select the causing CI in the CI field of the problem. 1.7.6 Select the category "Reactive - Existing Problem" in the Category field of the problem. 1.7.7 Select the appropriate severity level in the Severity field of the problem. 1.7.8 Click on the Relations tab of the problem and relate the support request to it. Note: The service management application automatically informs the service desk of the new problem via e-mail when a problem with the category "Reactive - Existing Problem" is saved for the first time.

Work Instructions

Procedure Step	Work Instructions for Problem Managers
1.8 Assign problem to specialist	1.8.1 Determine which specialist is best suited (in terms of skills and availability) to find the root cause of the problem and to propose a structural solution. 1.8.2 Select this specialist in the Member field of the problem. 1.8.3 Set the Status field of the problem to "Assigned". 1.8.4 Go back to 1.2.1 to look at the details of the next support request.

Procedure 2, Root Cause Analysis

The specialist reviews the details of the problem. If the problem was identified after one or more incidents were already caused by it, the specialist attempts to provide a temporary workaround. The information about the temporary workaround, and specifically how to implement it, is added to the problem. This temporary workaround can be used to resolve future incidents caused by the problem until a structural solution has been found and implemented.

The specialist subsequently starts to track down the root cause of the problem. After having found the root cause, the problem is updated with its description.

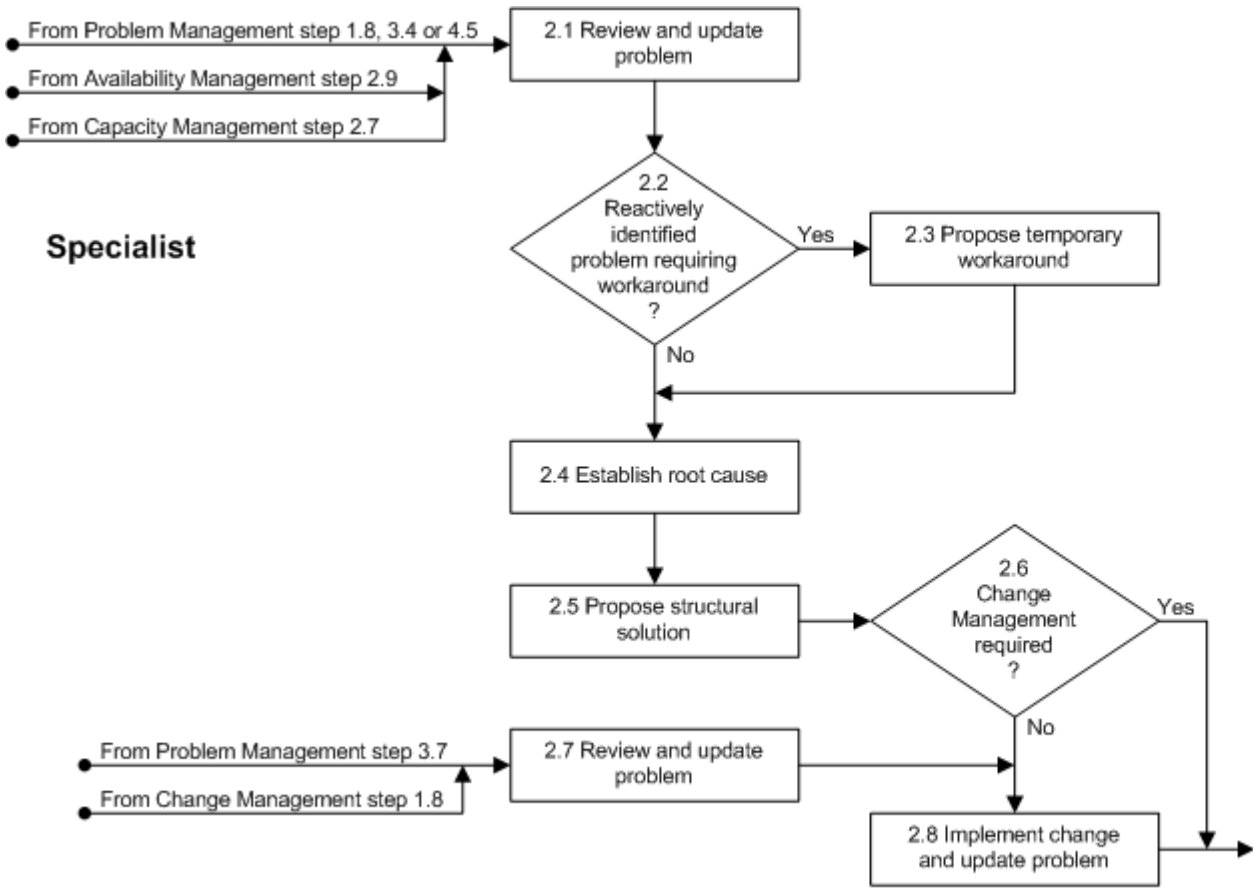
Next, the specialist considers possible structural solutions and evaluates them. A description of each option is added to the problem along with the recommendation for the preferred structural solution.

If Change Management is not required to permanently work around or remove the problem, the specialist implements the preferred structural solution.

If the specialist is not able to find the root cause or is not able to propose a structural solution, he/she specifies the reason in the problem.

Regardless of whether a structural solution was proposed or even already implemented, the specialist updates the status of the problem to inform the problem manager that his/her work has been completed.

Procedure 2, Root Cause Analysis



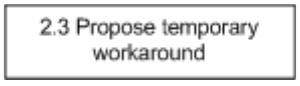
Work Instructions

Procedure Step	Work Instructions for Specialists
2.1 Review and update problem	2.1.1 Set the Status field of the problem to "Accepted" if you are not yet ready to start working on it. 2.1.2 Set the Status field of the problem to "In Progress" as soon as you are ready to work on it. 2.1.3 Examine the information in and related to the problem to gain an understanding of its background and how it has affected, or is expected to affect, the service that is linked to it. Note: If the problem had better be assigned to another specialist, ask the problem manager to change its assignment by setting its Status field to "Rejected" and specifying in the Information update field why you decided to reject it.

Work Instructions

Procedure Step	Work Instructions for Specialists
	2.2.1 Check the Category field of the problem to determine whether you are dealing with a proactively, or a reactively, identified problem. 2.2.2 If the problem was identified reactively (i.e. after one or more incidents have already been caused by it), continue with 2.3.1. Otherwise go to 2.4.1.

Work Instructions

Procedure Step	Work Instructions for Specialists
	2.3.1 Try to find a temporary workaround that can be used to resolve incidents that are caused by the problem. Check the Solution field of the support request(s) that are linked to the problem. The information in this field could help you find a suitable workaround. 2.3.2 If you are able to propose a workaround, describe (step by step) in the Workaround field of the problem how it can implemented. Note: Until a structural solution has been implemented, service desk agents and/or specialists can use this workaround to resolve incidents that were caused by this problem. Note: If a workaround was already specified in the Workaround field during a previous analysis, check it and improve it if possible. 2.3.3 If you have not been able to come up with a practical workaround, specify this, along with the reason why, in the Information update field of the problem.

Work Instructions

Procedure Step	Work Instructions for Specialists
2.4 Establish root cause	2.4.1 Find the root cause of the problem. Review for example log files or search the internet for information from organizations experiencing similar symptoms. Note: For problems that have been identified proactively within the Capacity Management process, it is still important to determine why the service infrastructure is running out of capacity. It could be that the service is used in an inefficient or unauthorized manner. 2.4.2 When the root cause has been found, describe it in the Information update field and set the Status field to "Known Error". Note: If for any reason the analysis is temporarily not able to progress (e.g. you are waiting for information from a supplier), set the Status field to "Waiting for…", and specify in the Information update field what you are waiting for. 2.4.3 Ensure that the CI in which the root cause of the problem resides is selected in the CI field of the problem. If the root cause cannot be found and it is not known in which CI the problem resides, select the special CI with the code "N/A". 2.4.4 If for any reason the root cause of the problem cannot be found, set its Status field to "Analyzed", and specify why the root cause cannot be found in the Information update field. Setting the Status field to "Analyzed" will cause the problem to be automatically reassigned to the problem manager. Do not continue if the root cause cannot be found.

Work Instructions

Procedure Step	Work Instructions for Specialists
2.5 Propose structural solution	2.5.1 Knowing the root cause, find ways to remove it or to permanently work around it. Note: If the CI in which the problem resides is still supported by an external supplier (i.e. the CI is still covered by warranty or a support contract), you can submit a support request to the supplier to request a solution to the problem. After having done this, select the supplier in the Supplier field of the

	problem. Enter the unique number or code, under which the supplier has registered the support request, in the Reference number field. To find out whether the CI is still supported by an external supplier, open the CI and click on the Finance tab to see the Warranty expiry and the Contract fields. 2.5.2 Describe each structural solution option in the Information update field. 2.5.3 Determine the most practical structural solution (based on technical, financial, and availability considerations). 2.5.4 In the Information update field, describe in detail how the preferred structural solution should be implemented. Note: If for any reason a practical structural solution cannot be found, set the Status field to "Analyzed" and specify in the Information update field why a practical structural solution cannot be proposed. Setting the Status field to "Analyzed" will cause the problem to be automatically reassigned to the problem manager.

Work Instructions

Procedure Step	Work Instructions for Specialists
	2.6.1 Determine if the proposed structural solution can be implemented without the involvement of Change Management. Note: A change must be coordinated by Change Management if its implementation will cause: a service to become unavailable or degraded during service hours, the functionality of a service to become different, or the CMDB to require an update. 2.6.2 Go to 2.9.1 if Change Management is required. Otherwise go to 2.8.1.

Work Instructions

Procedure Step	Work Instructions for Specialists
2.7 Review and update problem	2.7.1 Set the Status field of the problem to "Accepted" if you are not yet ready to start working on it. 2.7.2 Set the Status field of the problem to "In Progress" as soon as you are ready to work on it. 2.7.3 Examine the information in the Information field of the problem to find out how the structural solution is to be implemented. Note: If the problem had better be assigned to another specialist, ask the problem manager to change its assignment by setting its Status field to "Rejected" and specifying in the Information update field why you decided to reject it.

Work Instructions

Procedure Step	Work Instructions for Specialists
2.8 Implement change and update problem	2.8.1 Implement the change required to either remove the root cause from the infrastructure, or to permanently work around it. 2.8.2 Specify in the Solution field of the problem how the structural solution was implemented.

Work Instructions

Procedure Step	Work Instructions for Specialists
2.9 Update problem to notify problem manager	2.9.1 Set the Status field of the problem to "Analyzed". This will cause the problem to be automatically reassigned to the problem manager.

Procedure 3, Analysis Review

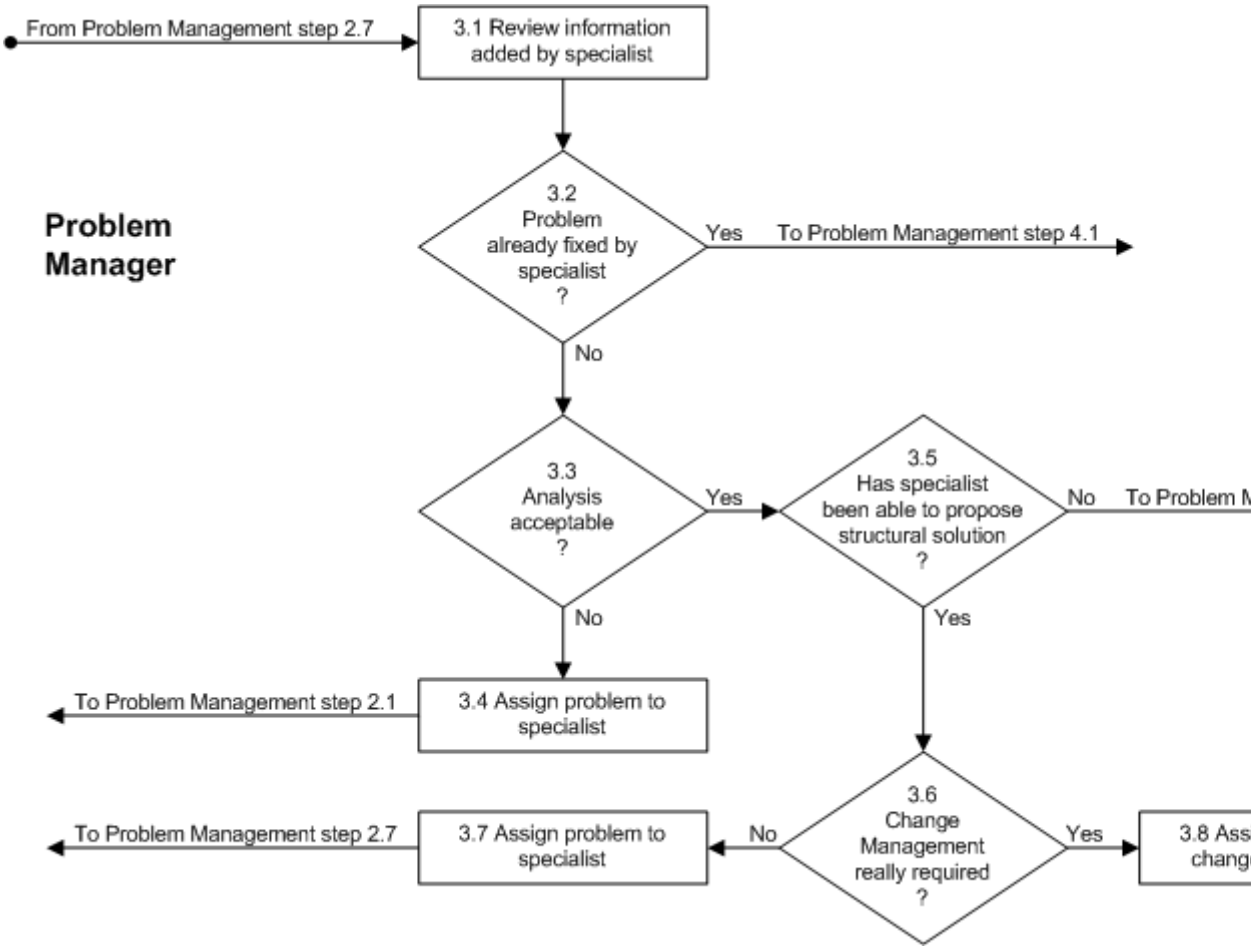
After a specialist has completed the root cause analysis of a problem, the problem manager reviews the results to determine if a structural solution has been proposed or has been implemented already. If the specialist has already fixed the problem because Change Management was not required to coordinate the implementation of the structural solution, the problem manager goes directly to Procedure 4, Problem Closure.

The problem manager also goes to Procedure 4, Problem Closure if the specialist performed a good analysis but was not able to propose a practical structural solution.

If the specialist proposed a practical structural solution, but did not implement it because he/she believed Change Management to be required, the problem manager checks to see whether Change Management is really needed. If this is not the case, the problem management assigns the problem to the most appropriate specialist to get the problem fixed. If Change Management is really required, the problem manager passes the problem on to the change manager of the affected service.

If the analysis of the specialist is not acceptable, however, the problem manager reassigns the problem to the same or another specialist for a better analysis.

Procedure 3, Analysis Review



Work Instructions

Procedure Step	Work Instructions for Problem Managers
3.1 Review information added by specialist	3.1.1 Examine the results of the specialist's analysis in the Information field of the problem. 3.1.2 Check the Solution field to see if the specialist has already implemented the proposed structural solution because Change Management was not required to coordinate its implementation.

Work Instructions

Procedure Step	Work Instructions for Problem Managers
	3.2.1 Go to 4.1.1 if the specialist has already fixed the problem because Change Management was not required to coordinate the implementation of the structural solution. Otherwise continue with 3.3.1.

Work Instructions

Procedure Step	Work Instructions for Problem Managers
	3.3.1 If the analysis of the specialist is satisfactory, go to 3.5.1. Otherwise continue with 3.4.1. Note: If it turned out that the problem is caused by a CI from another group, discuss this with the problem manager of this group. If this person agrees with the analysis, perform the following steps: Assign the problem by selecting his/her name in the Member field; In the Information update field, ask the problem manager to assign the problem to the most appropriate specialist within his/her group; Set the Status field of the problem to "Assigned".

Work Instructions

Procedure Step	Work Instructions for Problem Managers
	3.4.1 Explain in the Information update field of the problem why the analysis is not considered acceptable. 3.4.2 Determine which specialist is best suited (in terms of skills, availability and access rights) to perform a better analysis. This could be the same specialist who performed the previous analysis of the problem. 3.4.3 Select this specialist in the Member field of the problem. 3.4.4 Set the Status field of the problem to "Assigned".

Work Instructions

Procedure Step	Work Instructions for Problem Managers
	3.5.1 If the analysis of the specialist is satisfactory, but no structural solution could be suggested, go to 4.6.1. Otherwise continue with 3.6.1. Note: It might not have been possible for the specialist to propose a structural solution because either the root cause could not be found, or it was not possible to suggest a practical structural solution.

Work Instructions

Procedure Step	Work Instructions for Problem Managers
	3.6.1 Determine if the proposed structural solution can be implemented without the involvement of Change Management. Even though the specialist who proposed the solution has already established that Change Management is required, it is good to verify this to avoid unnecessary delay when the problem can actually be fixed without the involvement of

	Change Management. Note: A change must be coordinated by Change Management if its implementation will cause: a service to become unavailable or degraded during service hours, the functionality of a service to become different, or the CMDB to require an update. 3.6.2 Go to 3.8.1 if Change Management is required. Otherwise continue with 3.7.1.

Work Instructions

Procedure Step	Work Instructions for Problem Managers
3.7 Assign problem to specialist	3.7.1 Determine which specialist is best suited (in terms of skills, availability and access rights) to implement the proposed structural solution. This could be the same specialist who performed the analysis of the problem. 3.7.2 Select this specialist in the Member field of the problem. 3.7.3 Set the Status field of the problem to "Assigned".

Work Instructions

Procedure Step	Work Instructions for Problem Managers
3.8 Assign problem to change coordinator	3.8.1 Select the change coordinator of the affected service in the Member field of the problem. 3.8.2 Set the Status field of the problem to "Change Requested".

Procedure 4, Problem Closure

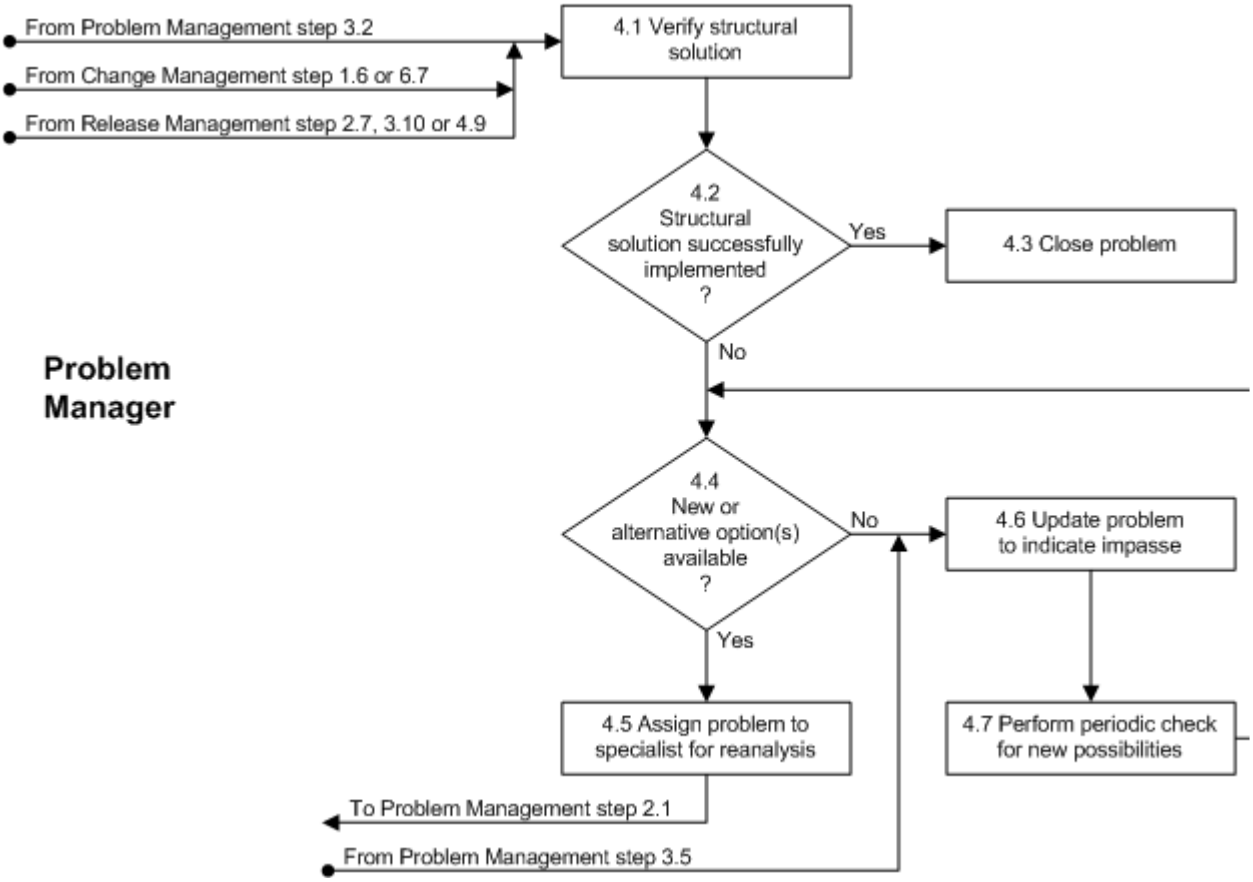
After a change has been implemented to provide a structural solution for the problem, the problem manager verifies whether or not the change has actually fixed the problem.

If the change was implemented successfully the problem manager closes the problem. If the problem was reactively identified, the service management application subsequently informs the service desk via e-mail that it has been removed from the service.

If, on the other hand, the change was not implemented successfully, the problem manager determines if further action is required to find a practical structural solution for the problem. If further action is required, the problem manager reassigns the problem to a specialist within his/her group.

Alternatively, if it is clear that there is currently no practical means available to permanently work around or remove the root cause, the problem manager updates the problem to indicate the impasse. Periodically, the problem manager will then check for new possibilities and will ask for another analysis when it is likely that a new or different approach or technology could provide a practical structural solution.

Procedure 4, Problem Closure



Work Instructions

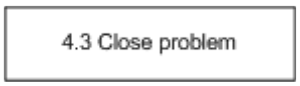
Procedure Step	Work Instructions for Problem Managers
4.1 Verify structural solution	4.1.1 Read the information that was last added to the Information field of the problem. 4.1.2 Verify the structural solution if one has been implemented (e.g. by reviewing the production test results). Note: If it was not possible to consistently reproduce the

	symptoms of incidents caused by the problem before the solution was implemented, the only way to verify the solution might be to monitor the support requests for the service to ensure that no new incidents are being caused by the problem.

Work Instructions

Procedure Step	Work Instructions for Problem Managers
	4.2.1 If the structural solution appears to have been implemented successfully, continue with 4.3.1. On the other hand, if the structural solution was not implemented because the change request was rejected or because the change implementation was unsuccessful, go to 4.4.1.

Work Instructions

Procedure Step	Work Instructions for Problem Managers
	4.3.1 Summarize in the Solution field of the problem how the structural solution has been implemented. 4.3.2 Set the Status field of the problem to "Fixed". Note: The service desk is automatically informed of the solution via e-mail when the problem is saved, provided that the Category field of the problem is set to "Reactive - Existing Problem".

Work Instructions

Procedure Step	Work Instructions for Problem Managers
	4.4.1 If it is likely that a new or different approach or technology could provide a practical structural solution to the problem, continue with 4.5.1. Otherwise go to 4.6.1.

Work Instructions

Procedure Step	Work Instructions for Problem Managers
4.5 Assign problem to specialist for reanalysis	4.5.1 Specify in the Information update field of the problem why a new analysis of the problem is requested. 4.5.2 Determine which specialist is best suited (in terms of skills, availability and access rights) to perform the analysis. This could be the same specialist who performed the previous analysis. 4.5.3 Select this specialist in the Member field of the problem. 4.5.4 Set the Status field of the problem to "Assigned".

Work Instructions

Procedure Step	Work Instructions for Problem Managers
4.6 Update problem to indicate impasse	4.6.1 Set the Status field of the problem to "Dead-End" to indicate that no further action is currently required. Note: If the Status field of the problem was already set to "Dead-End" because you just completed a periodic check for new possibilities, specify in the Information update field that your periodic check was fruitless.

Work Instructions

Procedure Step	Work Instructions for Problem Managers
4.7 Perform periodic check for new possibilities	4.7.1 Periodically check to see if new technology has become available or a new approach could be used to provide a structural fix for the problem. Start your search, for example, by contacting the supplier of the CI in which the root cause of the problem resides to find out if they have been able to come up with a structural solution. Also check web sites that provide solutions to errors known to exist in the software version or hardware model that is causing the problem. Note: If a support request was submitted to an external supplier, you will be able to look up the name of this supplier in the Supplier field of the problem. In that case, you will be able to find the unique number or code, under which the support request has been registered by the supplier, in the Reference number field. Use this information to obtain an update from the supplier if an update is due.

Problem

The table below lists the fields of the Problem form and provides utilization guidelines for each field.

Page	*Main*
Field	**Utilization**
Number	This field contains the unique problem number. This number is automatically generated by the application.
Status	Use this field to select the appropriate status for the problem from the following list of options: Registered — The problem is not yet ready for analysis. Rejected — The problem had better be assigned to another group or member. Assigned — The analysis of the problem can start. Accepted — The analysis of the problem will start as

	soon as the member to whom the problem has been assigned is ready to start working on it. In Progress — The analysis of the problem is currently being worked on. Known Error — The underlying cause of the problem has been found. Waiting for… — It is temporarily not possible to make any further progress with the analysis of the problem. Analyzed — The underlying cause of the problem has been found and a structural solution has been proposed, or it was not possible to propose a practical structural solution. Change Requested — The problem has been passed to the Change Management process for the implementation of the proposed structural solution. Change Pending — A change has been registered for the implementation of the proposed structural solution. Change Completed — The change that was registered for the implementation of the proposed structural solution has been completed. Dead-End — It is not possible to fix the problem because either its root cause cannot be found, or it is currently not possible to propose a practical structural solution. Fixed — A structural solution for the problem has been implemented.
	Separator
Manager	Use this field to select the problem manager who will assume responsibility for the problem.
Service	Use this field to select the service in which the root cause resides. Select the special service "NORECORD - Service is not registered in database" if the root cause resides in an existing service that has not yet been registered in the application.
CI	Use this field to select the configuration item in which the root cause resides. Select the special CI with the code "NORECORD" if the CI has not yet been registered in the configuration management database (CMDB).
	Separator
Description	Use this field to enter a short description of the symptom(s) that are caused by the problem.
Information	This field shows all information that was entered in the Information update field when the problem was saved. Above each entry, the application indicates who entered the text in the Information update field and when it was saved. Each new entry is inserted at the top of this field.
Information update	Use this field to enter a detailed description of the symptom(s) that result from the

	problem, to provide any additional information that could prove useful for the analysis of the problem, to describe the root cause of the problem, to provide information about the problem's progress towards a fix, and/or to provide details about how to fix the problem.
	Separator
Folder	This field is automatically set to the folder of the organization to which the person who created the problem belongs.
Page	***Details***
Field	**Utilization**
Category	Use this field to select the problem category from the following list of options: Proactive - Anticipated Problem Reactive - Existing Problem
Severity	Use this field to select the appropriate severity of the problem from the following list of options: For problems that caused, or are expected to cause, one or more non-critical service degradations: Low - Analyze within 28 Days For problems that caused, or are expected to cause, one or more non-critical service outages, or one or more critical service degradations: Medium - Analyze within 7 Days For problems that caused, or are expected to cause, one or more critical service outages: High - Analyze within 2 Days Note that a service is degraded when some of its functionality is not functioning, or when the response time of the service is slow. A service is down when none of its functionality can be accessed.
	Separator
Creation date	This field is automatically set to the date and time at which the problem was created.
Target date	This field is automatically set to the date and time at which the root cause analysis should be completed after the severity has been set.
Completion date	This field is automatically set to the date and time at which the problem status was set to "Dead-End" or "Fixed".
Assignment	Separator

Group	Use this field to select the group to which the problem is to be assigned.
Member	Use this field to select the person to which the problem is to be assigned.
Supplier	Use this field to select the supplier organization that has been asked to assist with the problem.
Reference number	Use this field to enter the unique reference number under which the problem has been registered by the supplier organization.
	Separator
Workaround	Use this field to describe the workaround that should be applied to resolve incidents caused by this problem until a structural solution has been implemented.
Solution	Use this field to describe how the problem has been resolved, i.e. how the root cause has been removed or permanently worked around.
Page	***Relations***
Field	**Utilization**
Relations	Use this field to create a link with support requests that have been caused by this problem (when the problem category is "Reactive - Existing Problem"). Use this field also to create a link with the support requests that have been registered to warn of this potential problem (when the problem category is "Proactive - Anticipated Problem"). This field is also used to create a link with the change that is to fix or prevent the problem.
Page	***History***
Field	**Utilization**
Registration	The application automatically specifies in this field who created the item and when it was created. The application also uses this field to indicate who last updated the item and when this was done.
History	The application automatically creates a line when an audited field is filled out or updated. For each history line the application specifies who caused it to be created and when it was created.