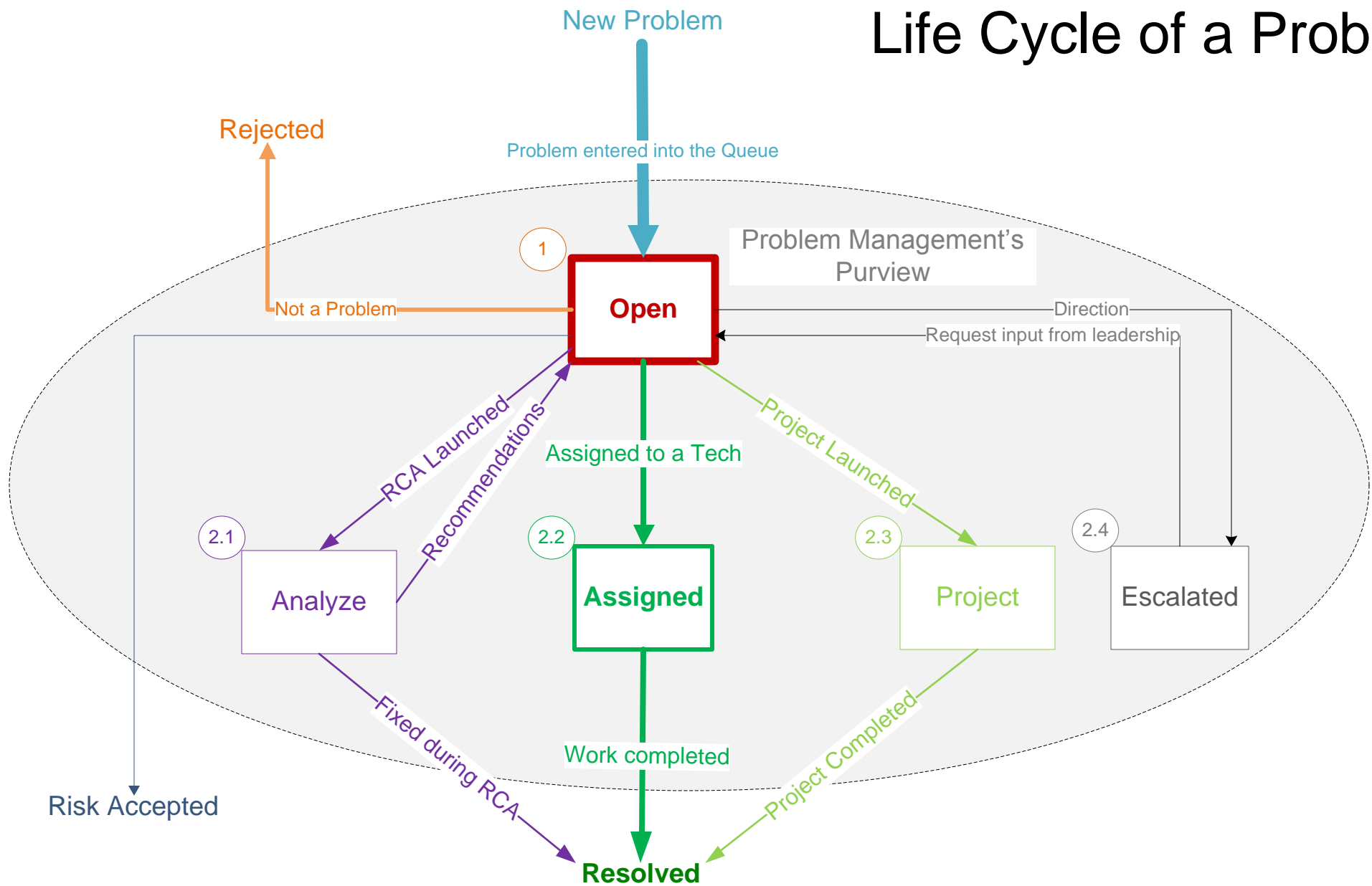


# Life Cycle of a Problem



## Legend

### Problem Management States

Open	Inert: Not yet reviewed or stalled on resources
Analyze	Root Cause Analysis team instantiated
Assigned	Tech is working on the Problem
Project	Project instantiated
Escalated	Disagree, seeking leadership direction

### Problem Management Sources/Destinations

New Problem	From Incident Mgmt, Techs, Project Managers ...
Rejected	Not a Problem
Risk Accepted	We intend to live with this
Resolved	Fixed + Closed