**Major problem report**  
  
**Purpose**

The purpose of a major problem report can include: 

1. **Documentation**: Major problem reports provide a comprehensive overview of a significant problem by documenting the relevant details, including the date/time of occurrence, nature of the problem, systems or services affected, and impact on the organization and its stakeholders.
2. **Root Cause Analysis**: MPRs explore the factors that contributed to the problem, such as software bugs, hardware failures, configuration errors, or human errors, which can lead to corrective actions.
3. **Impact Assessment**: MPRs can help quantify financial losses, service disruptions, productivity impacts, and other consequences for the organization's operations, customers, and reputation.
4. **Response and Resolution**: Major problem reports outline the actions taken, including the incident resolution value stream, escalation procedures, communication strategies, and any workarounds implemented to restore service availability and functionality.
5. **Lessons Learned**: MPRs capture successes, challenges, and areas for improvement in the organization's infrastructure, processes, and procedures.
6. **Communication and Accountability**: MPRs provide a shared understanding of the problem and its implications. They facilitate accountability for post-incident actions and foster trust and confidence in the organization's ability to address and learn from problems effectively.

## **Guidance for Usage**

For guidance on how to use this template please refer to the ITIL4 Problem Management Official Practice Guide and the **ITIL 4 Template Guide** which explains the value and importance of customization for your own organizational context.

**[Organization Name]**

**Major Problem Report**

[Filename & version]

**Contents**

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# **1. Major Problem Report**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Problem Report Date** | **Problem Priority** | | **Issued By** | **Role** |
|  |  | |  |  |
| **Problem Raised** | | | | |
|  | | | | |
| **Problem Description** | | | | |
|  | | | | |
| **Problem Category** | | | | |
|  | | | | |
| **Problem Solution** | | | | |
|  | | | | |
| **Expected Outcome** | | | | |
|  | | | | |
| **Lessons Learned** | | | | |
|  | | | | |
| **Workaround(s)** | | | | |
|  | | | | |
| **Reviewed By** | | | **Role** | |
|  | | |  | |
| **Decision** | |  | | |
| **Reviewed Date** | | | **Signature** | |
|  | | |  | |