# Task 19 – Problem Management Enablement & RCA Review Agenda

• Enable and verify Problem module visibility for agents

• Review criteria for problem creation (volume, impact, root cause need)

• Define escalation rules for automatic problem suggestion

• Linking related incidents to problem records

• Configuring workaround usage and known error states

• Assigning RCA tasks across teams

• Communicating resolutions and updating linked tickets

• Using analytics and dashboards to track trends and RCA backlog