Investigate problems and govern changes

Document a root-cause investigation, select the correct change path, and validate implementation.

https://docs.qintoravacloud.com/guides/problems-changes/

Investigate a problem

Open Problems. Record the symptoms, investigation owner, related incidents and CIs, and the impact pattern. Capture evidence for the root cause separately from hypotheses and record the workaround where appropriate. Create or link the corrective change. Verify that the changed service and known-error guidance match the observed recovery before closing.

Prepare the change

1. Open Changes. Choose **standard**, **normal**, or **emergency** according to tenant policy and the actual work. Use a matching approved template for a standard change.
2. Provide scope, affected services and CIs, implementation and validation steps, a backout plan, and the planned start and end. Complete the visible risk questions and supporting fields for the selected change type.
3. Check the organization change calendar and active blackout periods. Review CAB scheduling when the path requires review. Confirm the required approval and state before implementation.
4. Execute during the approved window. Record outcomes and run the validation steps. If the change fails its validation, follow the approved backout plan and record the result. Update the change with actual timestamps and related incident or problem evidence.

Troubleshoot

- Missing template or model. Confirm it is active and permitted for the selected change type and tenant.
- Transition unavailable. Compare the current state, approvals, risk responses, window and role.
- Schedule conflict. Inspect CI and service impact alongside the displayed date and timezone. Revise the window and resubmit where approval is invalidated.
- Change saved without appearing on the calendar. Check filters and the persisted planned start and end.

See Problem fields and Change fields.