

ITIL® Practitioner: Problem Management

This 3-day practitioner level course consists of dynamic and intensive interactive workshops to improve your techniques for reactive and proactive identification and management of problems throughout their lifecycle.

This course also enables you to distinguish between the following concepts—incidents, problems, known errors, request for change, and the planning for and the implementation of a problem management function in an organization.

PARTICIPANT EVALUATIONS

“Well presented; excellent facilitator; super practice tests”. Participant, *Canada Revenue Agency*

“The instructor did a great job covering aspects of Problem Management which had presented my team with questions in the past. He was easy to understand and very knowledgeable.” Jeff Doyle, *Canadian Tire*

“An outstanding instructor. He demonstrated an excellent knowledge of material.” Participant, *Canada Revenue Agency*

“Good combination of theory and practical implementation. Ability to work in groups let us apply our experiences to the material/content.” Jeremy Hardman, *Canadian Tire*

“Pace of the course made it easier to understand. Each component was explained in detail.” Participant, *Canadian Tire*

LEARNING OBJECTIVES

Participants will gain practical skills to:

- Establish problem management goals and objectives.
- Establish an effective problem management function.
- Apply problem analysis techniques to resolving IT operational problems.
- Design effective procedure for proactive problem management.
- Determine Key Performance Indicators that will confirm the effectiveness of the problem management process.
- Prepare for the ITIL Practitioner certificate examination.

WHO SHOULD ATTEND

The ITIL® Practitioner: Problem Management course is appropriate for individuals who are:

- IT managers and staff involved in service desk, incident and problem management and planning.
- Service Desk/Incident, Problem, Capacity, and IT Service Managers.
- IT customers interested in IT performance.

PREREQUISITE

- ITIL® Foundation Certificate (if you do not hold this certificate, it is attainable through our IT Service Management Foundation course).
- At least six months of IT experience in operation, planning, performance and management.

MATERIALS

You will receive a course binder containing copies of presentation slides, case studies, exercises, and suggested solutions.

WHAT YOU WILL LEARN

Course Introduction

Introduction to IT Service Management and ITIL®

Incident Management Overview

Problem Management Process

- Goals, objectives, organization and responsibilities
- Input, activities and output
- Problem control and problem analysis techniques
- Error control
- Major incidents
- Proactive responsibilities
- Management reporting
- Relationship with other processes
- Planning and implementing
- Coasts, benefits and problems
- Problem Management effectiveness

Wrap Up, Course Assignment and Mock Exam

Certification Exam

RELATED COURSES OF INTEREST

- ITIL® Practitioner: Release & Control
- ITIL® Practitioner: Service Desk & Incident Management
- ITIL® Practitioner: Service Level Management