

How to Master Problem Management

GK2793



Delivery Type: Classroom

Duration: 4 days

Overview

Learn how to use ITIL concepts to solve difficult or recurring incidents and, ultimately, to prevent them from occurring in the first place.

In this hands-on course, you will practice designing and implementing the ITIL Problem Management process, one of the key ITIL processes for increasing service quality and improving IT staff efficiency.

You will learn to identify problems, conduct a root cause analysis, and establish criteria for escalation and management of problems. You will discover best practices for communication about problems, and you'll learn to use Problem Management tools and techniques.

In a robust case study, you will analyze an organization and create a Problem Management process for that organization, gaining skills and techniques in class that you can apply to your own organization to establish Problem Management best practices.

Pre-Requisites

- ✓ ITIL Foundation certification recommended
- ✓ ITIL® Foundation

Objectives

- ✓ Develop your own ITIL-based Problem Management process
- ✓ Key considerations that can indicate process success or failure
- ✓ Specialized techniques for managing problems and determining their root cause
- ✓ Methods to accelerate teamwork for complex problems
- ✓ The important role the Service Desk and Incident Management play in Problem Management

Target Audience

Anyone who has taken an ITIL Foundation course, Anyone responsible for an ITIL implementation, Problem Managers or anyone managing or supervising groups responsible for root cause analysis, IT Managers.

Those who have taken Practitioner on Problem Management or ITIL Practitioner Support and Restore (IPSR) will find this course particularly relevant, as those courses are the theory and exam prep, and this course helps you put into practice what you learned for the exam.

Follow on Courses

- ✓ Our ITIL Workshop courses
- ✓ ITIL Intermediate courses