

Course Overview

Problem management can drive value to the business by eliminating failures to the infrastructure and by preventing incidents and problems from occurring through historical data and trend analysis. This workshop investigates the core requirements of problem management including its relationship to incident management and the incident/problem/change lifecycle. We will look at a case study implementation of the ITIL[®] problem management, focusing on diagramming (cross-functional), key technology interfaces, key functions of technical support partners, and strategies for effective proactive problem management.

What You Will Learn

- ▶ Review of problem management
- ▶ Understanding proactive problem management
- ▶ Linking proactive problem management to business value
- ▶ Proactive problem management and other frameworks and standards
- ▶ Advanced analysis techniques
- ▶ Evidence and data collection and analysis
- ▶ Proactive problem management, risk management, and compliance

Who Should Attend

- Support center team leads and supervisors
- Desktop support technicians
- Managers
- Process owners
- Not recommended for support center analysts or directors

Course Prices



Public Classroom Training: Interactive one-day course among peers.
Member Price: \$645 / Price: \$695



Virtual Classroom Training: Live, instructor-led training delivered over the Internet.
Member Price: \$645 / Price: \$695



Onsite Training: A one-day course conducted at your company's site.
Call 800.248.5667 for pricing.

Register

Call: 800.248.5667 **Visit:** www.ThinkHDI.com/APPM

Course Outline

Advanced Proactive Problem Management

Unit 1: Review of Problem Management

- ▶ Overall Process
- ▶ Key Activities
- ▶ Important Dependencies for Proactive Problem Management
- ▶ Linkage to Service Design

Unit 2: Understanding Proactive Problem Management

- ▶ Linking Proactive Problem Management to Business Value
- ▶ Proactive Problem Management Relationships
- ▶ Cost of Proactive vs. Reactive Problem Management
- ▶ Proactive Problem Management and Other Frameworks and Standards

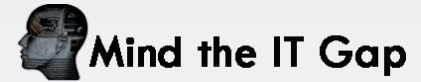
Unit 3: Advanced Analysis Techniques

- ▶ Response Team
- ▶ Categorization
- ▶ Coding
- ▶ Evidence and Data Collection
- ▶ Evidence and Data Analysis and Examination
- ▶ Analysis Techniques
- ▶ Identify Improvements

Unit 4: Proactive Problem Management and Risk Management and Compliance

- ▶ Risk Analysis
- ▶ Risk Management

This course delivered in partnership with Mind the IT Gap.



121 South Tejon Street, Suite 1100
Colorado Springs, CO 80903
800.248.5667 | Fax: 719.268.0184
www.ThinkHDI.com

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