

Course Overview

While incident management focuses on “fixing it fast,” problem management focuses on determining the root cause, identifying temporary workarounds, and applying permanent fixes so that incidents don’t happen again. Additionally, problem management uses trending data from incident and event management to identify potential failures and correct issues before the customer is impacted (i.e., “the incident that never happened”).

Through case study exercises, participants will learn how to design, integrate, and implement a process that includes both reactive and proactive problem management activities. This high-energy workshop is filled with practical guidance, templates, quick wins, and tips for successfully implementing ITIL[®] best practices for problem management.

What You Will Learn

- ▶ Reactive problem management (root cause analysis and resolution)
- ▶ Proactive problem management (trending analysis from incidents and events)
- ▶ How problem management integrates with event, incident, knowledge and change management (process swim lanes, inputs and outputs)
- ▶ Proven methodologies for investigating major problems
- ▶ How to select and use the appropriate root cause analysis technique
- ▶ Relationships between knowledge management, known errors, and workarounds
- ▶ Success factors and metrics for problem management

Who Should Attend

— Managers, process owners, practitioners, and stakeholders who need to gain a thorough understanding of how to deploy and/or assess and improve root cause analysis and the problem management process in their organizations

Course Prices



Public Classroom Training: Interactive one-day course among peers.

Member Price: \$645/ Price: \$695



Virtual Classroom Training: Three two-hour sessions of 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/PM

Course Outline

Problem Management

Unit 1: A Brief Overview of ITIL v2 and v3

- ▶ An introduction to ITIL processes, lifecycle stages, and the role of IT service management

Unit 2: Incident Management Overview

- ▶ Setting up incident categorization to enable problem management
- ▶ Incident management's relationship to services, customers, and the setting of incident priorities
- ▶ Process swim lanes

Unit 3: Problem Management, In Depth

- ▶ Inputs and outputs of the problem management process
- ▶ Problem management and its relationship to other service management processes
- ▶ Problem management's major activities
- ▶ Benefits and value to the business
- ▶ Proactive problem management: trending data
- ▶ Logging and categorizing problems
- ▶ Reactive problem management: root cause analysis
- ▶ How to choose the best root cause analysis technique(s)
- ▶ Workarounds and known errors

Unit 4: Measuring Problem Management

- ▶ Success factors for problem management
- ▶ Performance indicators for problem management

Unit 5: Keys to Success

- ▶ Key factors for success
- ▶ Roles and responsibilities

Unit 6: Assessing the Maturity of Your Organization's Problem Management Process

- ▶ The role of assessment in the ITIL continual service improvement plan
- ▶ Exercise: Assess the maturity of your problem management process
- ▶ Continuous improvement: Your road map for success

This course is delivered in partnership with Propoint Solutions.



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