

Official curriculum of HDI.

HDI's official curriculum addresses the needs of support professionals throughout their careers and the various maturity levels of their support operations. It presents the business processes and soft skills required to increase productivity, profitability, and improve customer satisfaction.

KCS is a registered mark of the Consortium for Service Innovation.

Course Overview

The HDI Problem Management Professional certification is intended for those who wish to gain a working knowledge of industry best practices related to problem management. It is ideal for IT professionals who are working or are planning to work within problem management, whether in a technical, managerial, or operational role.

HDI Problem Management Professional is an introductory- to intermediate-level course. Basic IT service management concepts and principles are also covered. A large part of the training is dedicated to in-depth discussion of incident management and its inter-dependency to problem management. In addition, 3-4 hours are dedicated to reviewing and performing exercises on 7 common industry root cause analysis techniques.

The responsibilities of problem management professionals vary from organization to organization, but they often include: assisting with the planning and implementation of the problem management process; performing both reactive and proactive problem management; prioritizing and categorizing problems; investigating and diagnosing the problems; coordinating and/or executing root cause analysis; developing workarounds; and proposing changes to resolve issues.

The HDI Problem Management Professional Certification Standard is based on the concepts, principles, and best practices found in various ITSM frameworks, including ITIL[®], ISO/IEC 20000, and COBIT.

What You Will Learn

- ▶ Best practice frameworks and standards for ITSM
- ▶ What service restoration is, in terms of incident and problem management
- ▶ The problem management activity flow
- ▶ The importance of detection, prioritization, and categorization
- ▶ Methods for investigation and diagnosis
- ▶ The roles and responsibilities of the problem management professional
- ▶ Problem management process relationships
- ▶ The interdependencies between incident and problem management
- ▶ The relationships between knowledge management, known errors, and workarounds
- ▶ Proven methodologies for conducting root cause analysis
- ▶ The differences between reactive and proactive problem management
- ▶ Critical success factors and key performance indicators for problem management
- ▶ The problem management road map and how to use it in your organization

Who Should Attend

- Individuals who wish to be certified in problem management
- Individuals who are working or plan to work within problem management, whether in a technical, managerial, or operational role
- Individuals who are preparing to take the HDI Problem Management Professional certification exam

Course Prices



Public Classroom Training: Interactive two-day course among peers.
Member Price: \$1,595 / Price: \$1,695



Virtual Classroom Training: Two days of live, instructor-led training delivered over the Internet.
Member Price: \$1,595 / Price: \$1,695



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

Register

Call: 800.248.5667 Visit: www.ThinkHDI.com/PM



Problem Management Professional

Unit 1: IT Service Management

Section 1: IT Service Management
Section 2: Functions and Processes

Unit 2: Service Restoration Overview

Section 1: Service Restoration
Section 2: Service Restoration Processes
Section 3: Incident and Problem Management
Section 4: Common Process Activities

Unit 3: Problem Management

Section 1: Problem Management Overview
Section 2: Detection and Categorization
Section 3: Investigation and Diagnosis
Section 4: Resolution
Section 5: Closure
Section 6: Major Problem Review

Unit 4: Roles and Responsibilities

Section 1: Primary Problem Management Roles
Section 2: Complementary Roles
Section 3: Responsibility, Accountability,
Consulted, and Informed Model

Unit 5: Relationships

Section 1: Relationship to ITSM Processes
Section 2: Relationship to ITSM Functions

Unit 6: Root Cause Analysis (RCA) Techniques

Section 1: Simple RCA Techniques
Section 2: More Complex RCA Techniques

Unit 7: Measuring Problem Management

Section 1: Metrics
Section 2: Common Problem Management Process Metrics

Unit 8: Problem Management Road Map

Section 1: Road Map
Section 2: Process Maturity Assessment
Section 3: Process Assessment Report
Section 4: Establishing the Target Maturity Level
Section 5: Creating the Improvement Plan
Section 6: Problem Management Challenges