

HDI Problem Management Professional

HDI 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.

All HDI Courses include a free subscription to the HDI Industry Insider

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. 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: Interactive two-day course among peers.

Member Price: \$1,595 / Price: \$1,695



Virtual Classroom: 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

Course Outline

HDI Problem Management Professional

Unit 1: IT Service Management

- ▶ IT Service Management
- ▶ Functions and Processes

Unit 2: Service Restoration Overview

- ▶ Service Restoration
- ▶ Service Restoration Processes
- ▶ Incident and Problem Management
- ▶ Common Process Activities

Unit 3: Problem Management

- ▶ Problem Management Overview
- ▶ Detection and Categorization
- ▶ Investigation and Diagnosis
- ▶ Resolution
- ▶ Closure
- ▶ Major Problem Review

Unit 4: Roles and Responsibilities

- ▶ Primary Problem Management Roles
- ▶ Complementary Roles
- ▶ Responsibility, Accountability, Consulted, and Informed Model

Unit 5: Relationships

- ▶ Relationship to ITSM Processes
- ▶ Relationship to ITSM Functions

Unit 6: Root Cause Analysis (RCA) Techniques

- ▶ Simple RCA Techniques
- ▶ More Complex RCA Techniques

Unit 7: Measuring Problem Management

- ▶ Metrics
- ▶ Common Problem Management Process Metrics

Unit 8: Problem Management Road Map

- ▶ Road Map
- ▶ Process Maturity Assessment
- ▶ Process Assessment Report
- ▶ Establishing the Target Maturity Level
- ▶ Creating the Improvement Plan
- ▶ Problem Management Challenges

This course is delivered in partnership with Propoint Solutions.



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