PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: Problem Management & RCA Techniques Workshop	**Course Duration**: 2.0 Days
Exam: Not Included	**Exam Type**: No Exam
Qualification: A Certificate Of Attendance will be sent to you via email after you have completed the training course	

Course Syllabus

Our Problem Management & Root Cause Analysis Techniques Workshop will cover the following topics:

- An Introduction To The Incident & Problem Management Processes
- The Incident Management Process
- Impact, Urgency & Priority
- Incident Matching
- When To Raise A Problem Record
- The purpose of Problem Management
- Problem Management Triggers
- The Concepts & Objectives Of Problem Management
- Exploring Both The Reactive & Proactive Scope Of Problem Management
- The Problem Management Process
- Logging
- Categorisation
- Prioritisation
- Initial Diagnosis
- Known Errors & Workarounds
- Escalation
- Closure
- Tool Requirements
- Problem Management RCA Techniques
- Pareto Analysis
- Pain Value Analysis
- Brainstorming
- Chronological Analysis
- Technical Observation
- Ishikawa Diagrams
- Affinity Mapping
- Fault Isolation
- Five Whys?
- Hypothesis Testing
- Kepner-Tregoe
- Practical Application Of Problem Management In The 'Real World'

Course Overview

Our two-day Problem Management & Root Cause Analysis Techniques Workshop will provide you with a practical approach to applying well-established root cause analysis principles and techniques. This will allow you to identify the sources of recurring incidents and problems and reduce service downtime.

Our Problem Management & Root Cause Analysis Techniques Workshop will explain how to determine the root causes of incidents and problems using a variety of proven techniques, including Kepner-Tregoe, Ishikawa, Pareto Analysis and a number of popular individual and group brainstorming techniques.

Course Learning Outcomes

Our Problem Management & Root Cause Analysis Techniques Workshop will teach you which techniques are most useful for different types of problems and when it's appropriate to undertake root cause analysis. You will also identify barriers to effective problem solving and how to overcome them and information gathering techniques – basically by asking the right questions to the right people at the right time.

Audience

Our Problem Management & Root Cause Analysis Techniques Workshop will be most applicable to those working in Incident and Problem Management who have responsibility for RCA, improving service availability and reliability and reducing risk.

Entry-Level Requirements

There are no entry-level requirements for our Problem Management & Root Cause Analysis Techniques Workshop.

Recommended Reading

There is no recommended reading associated with our Problem Management & Root Cause Analysis Techniques Workshop.

What's Included

Our Problem Management & Root Cause Analysis Techniques Workshop includes the following:

- Comprehensive Course Folder
- Worked RCA Examples
- Handouts
- Notes

Exam Information

There is no examination or certification associated with our Problem Management & Root Cause Analysis Techniques Workshop.

What's Next

After our Problem Management & Root Cause Analysis Techniques Workshop, you should consider taking one of our ITIL® 4 certification training courses:

- ITIL® 4 Foundation
- ITIL® 4 Specialist Create, Deliver & Support (CDS)
- ITIL® 4 Specialist Drive Stakeholder Value (DSV)
- ITIL® 4 Specialist High Velocity IT (HVIT)
- ITIL® 4 Strategist Direct Plan & Improve (DPI)
- ITIL® 4 Leader Digital & IT Strategy (DITS)
- ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS)
- ITIL® 4 Specialist Sustainability In Digital & IT (SDIT)

Or alternatively our Major Incident Management 2 day Course

Additional Information

By the end of our Problem Management & Root Cause Analysis Techniques Workshop, you will have a thorough understanding of what Root Cause Analysis actually is, when and where it should be applied, and how you can apply the different RCA techniques for maximum business benefit.