PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: IT Problem Management Masterclass	**Course Duration**: 1.0 Day
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 IT Problem Management Masterclass will cover the following topics:

- How to get started with Problem Management
- Understanding the customer and user perspective
- The importance of an effective Incident Management process
- The importance of the Service Desk in Problem Management
- Winning hearts and minds of problem resolvers
- The Problem Management process down to activity level
- The difference between Reactive and Proactive activities
- Process interfaces and interdependencies
- Techniques and methods we can use effectively
- Roles and responsibilities
- The technology that underpins and supports the process
- An implementation roadmap
- The importance of Metrics, KPIs and Reporting
- How to communicate the benefits of Problem Management
- Ongoing continual service improvement
- Current and future challenges

Course Overview

Do you want to prevent service disruption, maintain service levels, or reduce the stress on your IT Service Desk staff?

The main goal of Problem Management is to prevent problems and their resulting incidents from happening. For incidents that have already occurred, Problem Management seeks to prevent them from happening again or, if they are unavoidable, minimises the impact on the business.

Our one-day IT Problem Management Masterclass is flexible for different levels of expertise, from novice practitioners up to experienced specialists.

Course Learning Outcomes

Problem Management is not rocket science. It's relatively simple, and if it's done right, it can have a huge impact on your organisation.

Incident Management VS Problem Management

"Incident" and "Problem" may seem like similar words, but they have completely different meanings in the realm of Problem Management.

Incident: It refers to an unplanned interruption to a service or the failure of a component of a service that hasn't yet impacted service.

Problem: It is made up of more than one related incident or those that have common issues. Therefore, a problem can be more severe than an incident requiring more follow-up.

A problem is not an incident, but an incident can create a problem if it’s recurring. Managing an incident means fixing it and restoring the system as fast as possible.

A problem is resolved by discovering its root cause to ensure that new incidents don’t occur.

Incident Management is getting the system back in order quickly, whilst Problem Management is working to find and resolve the underlying cause of the error that has resulted in several incidents.

Also, if you establish an effective Problem Management process, it will mean that you can push forward more effectively with proactive processes, such as Availability Management.

By the conclusion of this masterclass, participants will be equipped with a deep understanding of IT Problem Management principles and practices. They will be empowered to identify, classify, analyse, and manage problems proactively and reactively, aiming to reduce the occurrence of incidents, minimise impact on business operations, and improve the overall quality of IT services.

Audience

Our IT Problem Management Masterclass is suitable for anyone who would like a better understanding of the Problem Management process.

Entry-Level Requirements

There are no formal entry-level requirements for our IT Problem Management Masterclass.

Recommended Reading

There is no recommended reading associated with our IT Problem Management Masterclass.

What's Included

Our IT Problem Management Masterclass includes digital course manuals and hand-outs.

Exam Information

There is no formal examination or certificate associated with our IT Problem Management Masterclass.

What's Next

Our two day Major Incident Management workshop is ideal for those wanting to improve their problem management and incident management skills

Our ITIL® 4 Foundation training course is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organisation embrace the new service management culture.

Additional Information

Problem Management will help you to decrease time to resolution, avoid costly incidents, empower your team to find and learn from underlying causes and increase customer satisfaction.