

ITIL® 4 Practitioner: Problem Management

Receive practical guidance on the processes
and activities of Problem Management.



ACCREDITED
TRAINING ORGANISATION

by PeopleCert

Course Description

The ITIL 4 Practitioner: Problem Management module is for all IT professionals aiming to:

- Showcase your ability to excel in essential IT service management, and to handle critical tasks in the field.
- Certify your expertise in managing IT services, making you the preferred choice for roles in IT service management and support.
- Advance your career in IT with an ITIL certification, opening doors to new roles and cutting-edge opportunities in the evolving tech landscape.

Audience

- All IT Professionals

Prerequisites

- For taking the ITIL® 4 Practitioner: Problem Management course, a candidate must have passed ITIL Foundation or ITIL 4 Managing Professional Transition.

Learning Objectives

The objectives of this course are:

- Understand the purpose and key concepts of Problem Management, including its role in identifying and managing the root causes of incidents to prevent recurrence.
- Learn about practice success factors (PSF) and key practice metrics, essential for evaluating the effectiveness of Problem Management and driving continual improvement.
- Explore Problem Management processes, including key activities, and discover how to integrate them into your organisation's value stream to enhance service stability and performance.
- Focus on key roles within Problem Management, and understand how to position the practice effectively within your organisation. Develop the necessary competencies for proactive problem resolution.



- See how Information and Technology can support and enable Problem Management, providing tools and data for efficient problem identification, analysis, and resolution.
- Explore the role of partners and suppliers in Problem Management, and learn how to collaborate effectively to enhance problem-solving capabilities and resource availability.
- Discover how the ITIL capability model supports the development of Problem Management capabilities, ensuring alignment with industry best practices and organisational goals.

Course Outlines

- Module 1: Explain the purpose of problem management
- Module 2: Value streams and processes
- Module 3: Organizations and people
- Module 4: Information and technology
- Module 5: Partners and suppliers
- Module 6: Problem management capability development

Examination

- 20 questions
- Multiple choice
- 13 out of 20 marks required to pass (65%)
- 30 minutes
- Closed book.

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