



ITIL[®] 4 Practitioner: Problem Management



Official Training Materials

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Key icons



Attention



Learning Objectives
/ Objectives



Review multiple choice
question



Discuss/Reflect/
Activity



Q&A / Think
about



Syllabus



Key learning points



Definition



Timing

*Icons indicate specific actions and/or items.
Please refer to the list for each icon's meaning.*

Introduction

Introductions

- Introduce yourself
- Allow class to make some quick introductions



Course introductions

Taking turns, each person:



introduce
yourself



state your
role



explain why you
are on this
course



describe what you
hope to get from
this course

Learner materials

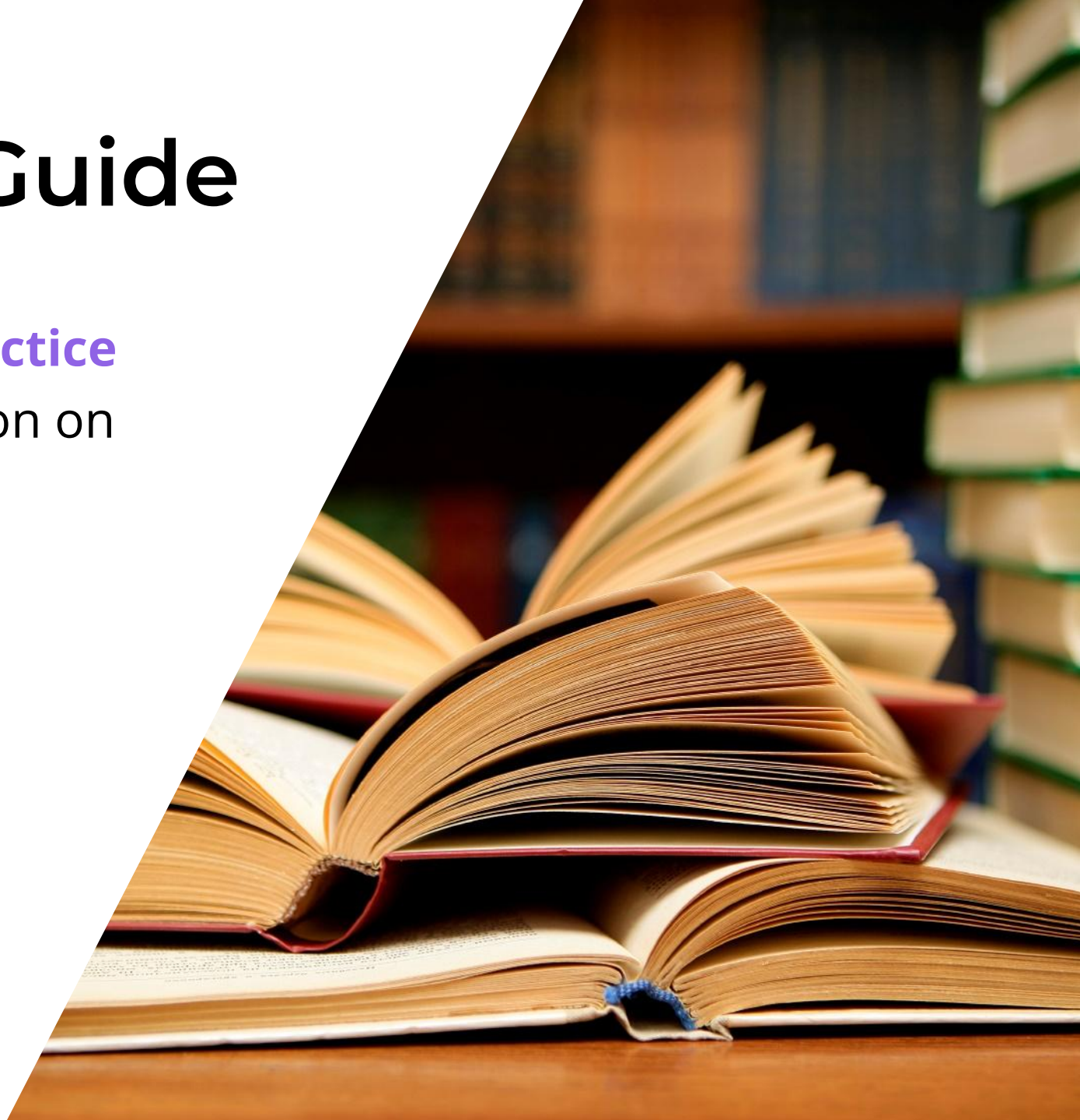
What is included in the Official Training Materials for the learner?

- Syllabus
- Sample exams
- Post-course survey

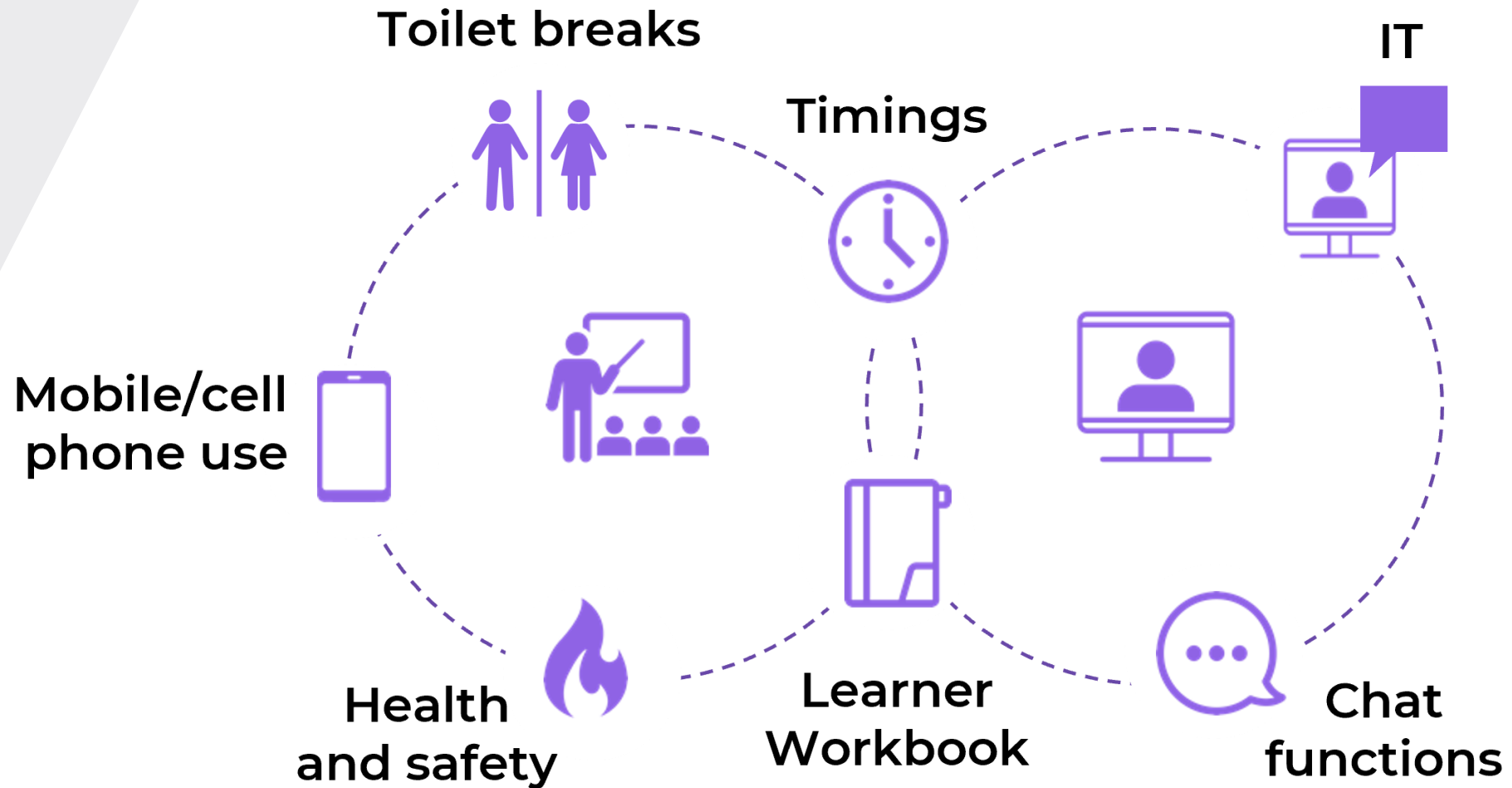


Official Practice Guide

Don't forget to use the **Official Practice Guide** for more detailed information on the modules presented.



General information



Course objectives



In this course you will learn:

1. the key concepts of the practice
2. the processes of the practice
3. the roles and competences of the practice
4. how information and technology support and enable the practice
5. the role of partners and suppliers in the practice
6. how the ITIL capability model can be used to develop the practice
7. how the ITIL guiding principles support the practice.



Module 1

Introduction to problem management

Syllabus



1 The key concepts of the problem management practice

1.1 Explain the purpose of the practice

1.2 Describe the practice success factors PSFs and key metrics of the practice

1.3 Explain the key terms/concepts

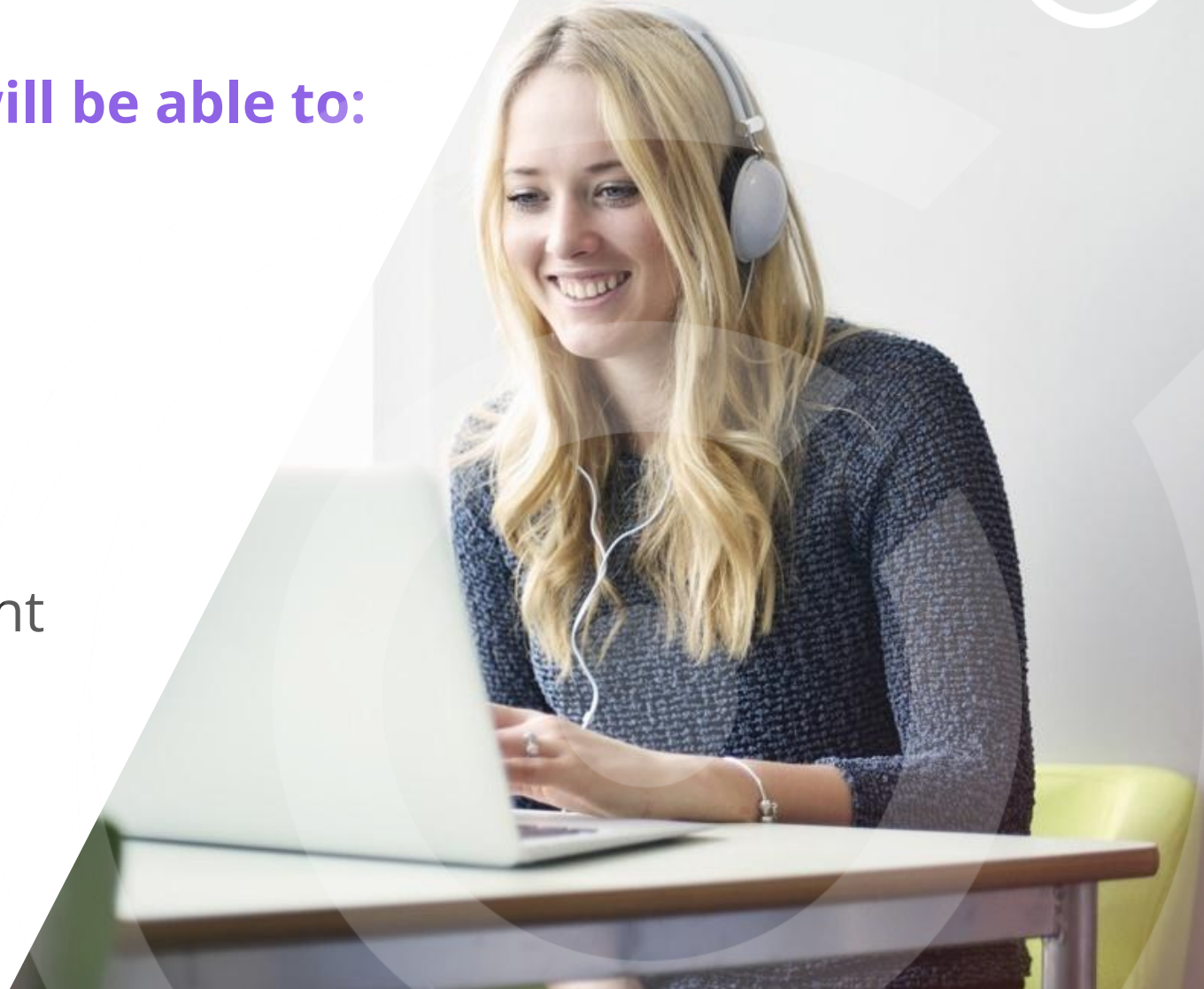
- a) Problem
- b) Known error
- c) Problem prioritization
- d) Reactive and proactive problem management
- e) Workaround
- f) Technical debt
- g) Problem model

What you will learn



By the end of this module, you will be able to:

- Explain the purpose of problem management
- Recall the definitions of the key terms related to problem management
- Explain the problem management practice success factors and associated metrics.



Problem management

The purpose of the **problem management** practice is to reduce the likelihood and impact of incidents by identifying the actual and potential causes of incidents and managing workarounds and known errors.



Problems



Problem:

A cause, or potential cause, of one or more incidents



Problems will occur with complex interconnected systems and services.

Every possible situation cannot be predicted and issues will happen in changing contexts.

The problem management practice ensures that errors in the live environment are identified, analysed, and removed or fixed, where required and possible.

Benefits of problem management



For the **service consumer**:

- increased reliability of business operations and business services
- reduced business risks
- reduced losses caused by business service unavailability
- better image due to uninterrupted business services.



For the **service provider**:

- increased reliability of IT services
- reduced losses and costs caused by IT service unavailability or degradation
- fulfilment of the service quality targets
- reduced technical debt
- more even and predictable utilization of IT support resources.

Incident vs problem (1/3)



Incident management

- Restoring service and business capability quickly
- Getting users back to work
- Operational support roles and processes
- Limited time to focus on problems
- Usually based on a tiered support model

Problem management

- Trends analysis, identifying actual and potential issues
- Working through risk options, or what has already happened
- Understanding cause and effect
- Classifying options, recommendations, costs, and benefits
- Organizing long-term solutions
- Requires cross-team collaboration

Incident vs problem (2/3)



Incident management

- Firefighting
- Saving lives and property, and then advancing to the next fire

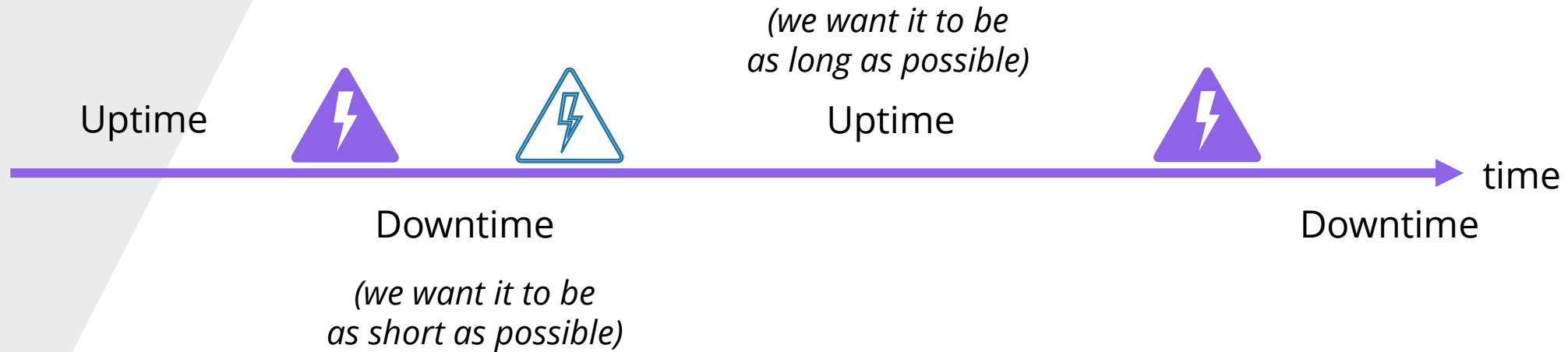


Problem management

- Forensic analysis and corrective action, to avoid or manage recurrence



Incident vs problem (3/3)



Practice success factors



Practice success factor (PSF):

A complex functional component of a practice that is required for the practice to fulfil its purpose.