

ITIL 4 Practitioner: Problem Management

UK Training

PARTNER



ITIL 4 Practitioner: Problem Management

Introduction

Problem Management is one of the key practices within the ITIL 4 Practitioner framework, focusing on identifying and eliminating the root causes of recurring incidents to prevent future disruptions. Unlike Incident Management, which aims to restore service quickly, Problem Management addresses underlying issues to ensure long-term service stability.

This course is designed for executives, team leaders, IT professionals, and specialists across various departments – including human resources, project management, finance, telecommunications, and government – within the Middle East and North Africa region.

Over five days, participants will gain the skills and tools needed to investigate complex issues, implement effective permanent fixes, and improve service quality, resulting in reduced downtime and enhanced organizational performance.

Course Objectives

- Understand the core principles of Problem Management within ITIL 4 Practitioner.
- Differentiate between problems, incidents, and known errors.
- Apply root cause analysis RCA techniques effectively.
- Create and maintain a known error database KEDB.
- Develop strategies to prevent problem recurrence.
- Integrate Problem Management with Incident and Change Management practices.
- Establish KPIs for tracking problem resolution effectiveness.
- Implement continuous improvement measures for long-term service reliability.

Course Outlines

Day 1: Fundamentals of Problem Management

- Overview of ITIL 4 and the role of Problem Management.
- Key differences between Incident and Problem Management.
- Understanding problem lifecycle stages.
- Roles and Responsibilities in Problem Management.
- Introduction to the known error database.
- Case studies on effective problem prevention.

Day 2: Problem Detection and Logging

- Sources of problem identification.
- Proactive vs. reactive problem detection.
- Problem logging standards and templates.
- Prioritizing problems based on impact and urgency.
- Setting escalation procedures.
- Workshop on documenting and categorizing problems.

Day 3: Root Cause Analysis Techniques

- Overview of RCA methodologies e.g., 5 Whys, Fishbone Diagram.



- Selecting the right RCA approach for different problem types.
- Using monitoring data and incident records for analysis.
- Group exercises in the RCA application.
- Validating findings before implementing solutions.
- Linking RCA results to known error records.

Day 4: Problem Resolution and Prevention

- Designing effective permanent solutions.
- Coordinating with Change Management for implementation.
- Testing and validating solutions before deployment.
- Updating documentation and the KEDB.
- Preventive measures to avoid future problems.
- Continuous monitoring of resolved problems.

Day 5: Performance Review and Continuous Improvement

- Reviewing resolved problems and measuring success.
- Using KPIs to evaluate Problem Management effectiveness.
- Lessons learned and applying them across teams.
- Integrating findings into service improvement plans.
- Final simulation: managing a full problem lifecycle.
- Certification and course conclusion.

Why Attend This Course: Wins & Losses!

- Master advanced Problem Management concepts and techniques.
- Reduce the recurrence of incidents and improve service stability.
- Improve operational efficiency and reduce downtime.
- Enhance analytical and decision-making skills.
- Learn to use structured RCA methods effectively.
- Strengthen collaboration between IT and business teams.
- Gain a recognized professional certification.
- Support continuous service improvement initiatives.

Conclusion

The ITIL 4 Practitioner: Problem Management course offers a deep, practical understanding of eliminating root causes to improve service reliability and customer satisfaction. By combining structured analysis techniques with real-world simulations, it prepares participants to tackle complex problems proactively and prevent them from disrupting operations again.

Whether you work in oil and gas, finance, telecommunications, or the public sector, this training equips you with the strategies, tools, and insights needed to ensure long-term service stability and drive organizational excellence.



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