BLACKBIRD FOR TRAINING

Advanced Problem Management: Root Cause Analysis, Service Reliability & Continuous Improvement

22 – 26 November 2026
Amman (Jordan)



Advanced Problem Management: Root Cause Analysis, Service Reliability & Continuous Improvement

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Introduction

The Advanced Problem Management: Root Cause Analysis, Service Reliability & Continuous Improvement Course is designed to provide professionals with a comprehensive understanding of structured problem management practices and the methodologies used to identify, analyze, and eliminate the root causes of recurring operational and service-related issues. While incident response focuses on restoring normal operations as quickly as possible, effective problem management aims to prevent recurrence, improve service reliability, and support long-term operational stability.

Designed for executives, managers, team leaders, IT professionals, operations personnel, service management practitioners, and specialists across various industries, this course provides a practical framework for identifying underlying causes of service disruptions and implementing sustainable corrective actions. Participants will learn how to investigate recurring issues, perform root cause analysis, manage known errors, and establish proactive improvement initiatives that enhance organizational performance.

Through practical exercises, case studies, workshops, and real-world scenarios, participants will develop the skills needed to strengthen service reliability, reduce operational disruptions, improve decision-making, and support continual improvement efforts across their organizations.

Course Objectives

By the end of this course, participants will be able to:

- Understand the principles and objectives of Problem Management.
- Differentiate between incidents, problems, and known errors.
- Apply structured root cause analysis methodologies.
- Identify recurring issues and operational trends.
- Establish and maintain effective known error records.
- Develop proactive strategies to prevent recurring problems.
- Integrate Problem Management with operational and improvement activities.
- Measure the effectiveness of problem resolution initiatives.
- Reduce service disruptions through structured problem investigation.
- Support service reliability and operational stability.
- Implement continual improvement initiatives based on problem analysis.
- Improve organizational performance through proactive problem resolution.



Course Outlines

Day 1: Foundations of Problem Management

- Introduction to Problem Management concepts and principles.
- Objectives and business value of Problem Management.
- Understanding incidents, problems, and known errors.
- Problem lifecycle and management processes.
- Roles and responsibilities in Problem Management.
- Problem governance and accountability.
- Introduction to known error management.

Day 2: Problem Identification and Analysis

- Sources of problem detection and trend identification.
- Reactive and proactive Problem Management approaches.
- Problem logging and documentation standards.
- Problem categorization and prioritization techniques.
- Escalation procedures and governance practices.
- Data collection and evidence gathering.
- Workshop: Identifying and documenting problems effectively.

Day 3: Root Cause Analysis Techniques

- Principles of root cause investigation.
- Structured root cause analysis methodologies.
- Applying the Five Whys technique.
- Cause-and-effect analysis methods.
- Using operational data and historical records.
- Validating analysis findings.
- Recording and communicating root cause findings.

Day 4: Problem Resolution and Service Reliability

- Developing permanent corrective solutions.
- Evaluating solution alternatives and risks.
- Coordinating implementation activities.
- Testing and validating corrective actions.
- Managing known errors and workaround solutions.
- Preventive controls and risk reduction measures.
- Monitoring service stability after implementation.



Day 5: Continuous Improvement and Performance Measurement

- Measuring Problem Management effectiveness.
- Developing performance indicators and metrics.
- Reviewing resolved problems and outcomes.
- Capturing lessons learned and organizational knowledge.
- Integrating findings into service improvement initiatives.
- End-to-end problem management simulation.
- Final workshop and action planning.

Why Attend This Course? Wins & Losses!

- Gain a comprehensive understanding of Problem Management practices.
- Reduce recurring incidents and operational disruptions.
- Improve service reliability and operational stability.
- Strengthen analytical thinking and decision-making capabilities.
- Master practical root cause analysis techniques.
- Improve collaboration across technical and operational teams.
- Support continual improvement initiatives.
- Enhance service quality and organizational performance.
- Develop proactive approaches to problem prevention.
- Build more resilient and reliable operational environments.

Conclusion

The Advanced Problem Management: Root Cause Analysis, Service Reliability & Continuous Improvement Course provides a structured and practical approach to identifying, analyzing, and eliminating the root causes of recurring service and operational issues. Through a combination of theoretical knowledge, practical exercises, workshops, and real-world case studies, participants develop the skills needed to improve service reliability, reduce recurring disruptions, and strengthen operational performance.

By applying structured problem management methodologies and continual improvement practices, organizations can reduce operational risks, improve service quality, enhance customer satisfaction, and build more stable and resilient operating environments. Participants will leave the course equipped with practical tools and techniques that support long-term service excellence and sustainable organizational improvement.

