



Information Technology

ITIL® 4 Practitioner: Problem Management Training

Course Introduction

The ITIL® 4 Practitioner: Problem Management Training is a specialised course designed to equip IT professionals with the knowledge and skills necessary to effectively manage problems within an IT service environment. Problem management plays a crucial role in identifying the root causes of incidents, preventing their recurrence, and minimising their impact on business operations.

IT Managers, Problem Managers, Incident Managers, Service Desk Analysts, and anyone involved in IT service management should prioritise participating in the ITIL® 4 Practitioner: Problem Management Training. This ITIL Certification course is particularly relevant for professionals seeking to enhance their understanding of problem management principles, processes, and best practices to improve service reliability and minimise business disruptions.

Target Audience

The ITIL® 4 Practitioner: Problem Management Training Course is beneficial not only for individuals directly engaged in Problem Management activities but also for a broad spectrum of professionals in the IT and business sectors who wish to enhance their understanding of effective IT Service Management. A wide range of professionals can benefit from this ITIL Certification Course, including:

- Problem Managers and Teams
- Service Desk Agents and Managers
- IT Service Managers
- IT Operations Managers
- IT Consultants
- Incident Managers
- IT Professionals
- Business Managers

Learning Objectives

- To understand the importance of problem management in IT service management
- To learn problem management principles, processes, and best practices
- To develop skills in identifying, classifying, and prioritising problems
- To conduct thorough problem investigations to identify root causes
- To implement corrective actions to prevent problem recurrence
- To empower IT professionals to drive continual improvement through effective problem management practices

Course Outline

• Day 01

Module 1: Key Concepts of the Practice

- Purpose of the Practice
- Practice Success Factors (PSF) & Key Metrics of the Practice
- Key Terms and Concepts
 - Problem
 - Known Error
 - Problem Prioritisation
 - Reactive and Proactive Problem Management
 - Workaround
 - Technical Debt
 - Problem Model

Module 2: Processes of the Practice

- Inputs and Outputs of the Processes
- Key Activities of the Processes
- Integrate the Practice into the Organisation's Value Streams

• Day 02

Module 3: Roles and Competencies of the Practice

- Responsibilities of the Key Roles of The Practice
 - Problem Manager
 - Problem Coordinator
- How to Position the Practice in the Organisational Structure?

Module 4: How Information and Technology Support and Enable the Practice

- Tools Application
- Apply the Recommendations on Automation

• Day 03

Module 5: Role of Partners and Suppliers in the Practice

- Dependencies of the Practice on Third Parties

• Day 04

Module 6: How the ITIL® Capability Model Can Be Used to Develop the Practice

- How do Capability Criteria Support the Practice Capability Development?

• Day 05

Module 7: Recommendations for the Practice Success

- Recommendations for Problem Management Success

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 11, 2025	May 15, 2025	5 days	4250.00 \$	KSA - Riyadh
July 28, 2025	Aug. 1, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Oct. 20, 2025	Oct. 24, 2025	5 days	4950.00 \$	England - London

