ITIL® 4 Practitioner: Problem Management - Including Exam

Duration: 1 Day   Course Code: ITIL4P-MSF-PM   Delivery Method: Company Event

Overview:

This 1-day ITIL® 4 Practitioner: Problem Management focuses on providing the candidates with the understanding of the key concepts, principles, value and challenges of the Problem Management Practices. It is intended to provide candidates with best practice guidance at both strategic and operational levels on how to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.
The ITIL 4 Problem Management Practices module is structured and aligned around the ITIL framework. The examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of the concepts covered in the ITIL 4 Problem Management Practices publication.
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Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

Target Audience:

This practice module is for IT professionals who want to prove and validate their skills in this specific practice area.

Objectives:

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- Understand the key concepts of the practice.
- Understand the processes of the practice.
- Understand the roles and competences of the practice.
- Understand how information and technology support and enable the practice.

- Understand the role of partners and suppliers in the practice.
- Understand how the ITIL capability model can be used to develop the practice.
- Understand how the ITIL guiding principles support the practice.
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Prerequisites:

The candidate must have passed the ITIL 4 Foundation examination.

- ILFN4 - ITIL® 4 Foundation + exam

Testing and Certification

The ITIL 4 Practitioner: ITIL 4 Practitioner: Problem Management examination will comprise of:

Duration: 30 Minutes

Closed Book: Yes

Format: 20 Questions With 1 Mark Each. No Negative Marking.

Question Type: Standard Classic, Negative, & List

Bloom's Level's: 2 & 3

Pass Mark: 65% Or 13/20

Certification validity : Three (3) years

Content:

Our ITIL® 4 Practitioner: ITIL® 4 Practitioner: Problem Management training course will cover the following topics:

1. Understand the key concepts of the problem management practice

1.1 Explain the purpose of the practice

1.2 Describe the 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.

2. Understand the processes of the problem management practice

2.1 Describe inputs and outputs of the processes

2.2 Describe the key activities of the processes

2.3 Know how to integrate the practice in the organization's value streams

3. Understand the roles and competencies of the problem management practice

3.1 Describe the responsibilities of the key roles of the practice

a) Problem manager

b) Problem coordinator

3.2 Know how to position the practice in the organizational structure.

4. Understand how information and technology support and enable the practice

4.1 Describe which technologies have high dependence on automation tools.

4.2 Use the key tools required to automate the practice.

5. Understand the role of partners and suppliers in the practice

5.1 Explain the dependencies of the practice on third parties

5.2 Explain how partners and suppliers can support the practice.

6. Understand how the ITIL capability model can be used to develop the practice

6.1 Explain how capability criteria support the practice capability development.

7. Understand how ITIL guiding principles help to develop the practice.

Further Information:

For More information, or to book your course, please call us on 0800/84.009

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www.globalknowledge.com/en-be/