

# HP Education Services Course Description

ITIL Practitioner - Problem Management (U8684S)



This course teaches participants how various functions of Problem Management can be brought into line with one another. Problem Management investigates reactively and proactively the underlying problems of malfunction. Both processes contribute to an increase in availability and the quality of IT services. This 3-day course is 30 percent lecture and 70 percent hands-on.

## Audience

- IT staff who require training to perform tasks within the Problem Management role.
- IT staff responsible for executing tasks within the Problem Management process, who require a formal qualification.
- Problem managers and Problem analysts who want in depth practical knowledge about the ITIL (IT Infrastructure Library) process Problem Management.
- Other ITIL process managers with interest in the Problem Management process.

## Prerequisites

- It is also advisable that the candidate have a minimum of one year's general IT experience and at least one year's experience in an IT Problem Management environment either as a practitioner, supervisor or manager.
- ISEB/EXIN Foundation Certificate for IT Service Management.

## Course Objective

Understand best practices in detecting, resolving and preventing disruptions to IT services and be able to relate how these processes contribute to the quality of IT services.

## Benefits to You

- Learn how to analyze and investigate malfunctions and master the techniques to quickly and effectively resolve them.
- Learn how to manage problems and known errors and the techniques that will allow you to maximize company resources.
- Learn to identify links to other ITIL processes.

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**Course Title:** ITIL Practitioner - Problem Management

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**HP Product Number:** U8684S

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**Category/Subcategory:** ITSM/ITIL

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**Course Length:** 3 Days

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**Level:** Intermediate

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**Delivery Language:** English

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**To Order:** You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

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**Next Steps:** ITIL Practitioner Courses

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**Next Steps:** ITIL Manager in IT Service Management courses- IT Service Support + Service Delivery and ITIL Service Manager one day Exam preparation.

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## Detailed Course Outline

### Introduction

- Training objectives
- Brief refresher in ITSM

### Problem Management

- Problem Management functions
- Relationship between incidents, problems and known errors
- Relationship with Incident Management process
- Causes of problems
- Problem Management process

### Relevant aspects

- How to identify problems
- Necessary information
- Handling of known errors
- Proactive and reactive aspects
- Techniques and tools
- Assigning resources
- Management reporting
- Information and communication

### Implementation and problem solving

- Relation with other processes
- Best practices and business benefits
- Common roadblocks

### ITIL Links

- Recognizing links with other ITIL disciplines
- Ensuring effective service management process

### Course program

- Theory
- Exercises and presentations
- Exam preparation

### Examination: The following are required knowledge for the exam

- Incident Management
- Problem and Error Control
- Support tools and techniques
- Prevention
- Reporting

### The exam is offered by ISEB

- The exam offered by ISEB is a one hour closed-book multiple-choice paper consisting of 25 questions. The questions are case study based. The same case study is also used for the in-class practical assignment. The practical assessment is a 75 minute paper-based assignment based on a case study.

Each assessment (practical and written) counts as 50% of the overall assessment for the Certificate. Candidates achieving a combined total of 65% or greater in the combined Assignment and Examination will be awarded a pass, provided they achieve a minimum of 50% in each of the Assignment and the Examination.

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