

# ITIL® Problem Analyst (IPA)

Duration 3 Days

## OUTLINE

### Problem Analyst Detailed Outline

- What is Problem Management?
- Key terms
- Value of Problem Management
- Managing lifecycle of Problem
- High level interface with Service Management Processes

### Scoping Problem Management

- Area of Impact within Service Management
- Linking to Service Management Lifecycle
- Relationship of Incident, Problem, Known Errors and RFCs

### Problem Management Process

- Key activities
- Input and output
- Tools for supporting problem recording
- How to categorize problem
- Importance of prioritize problem
- Problem model for efficient and effectiveness of problem solving
- How to handle Major Problem

### Problem Solving Techniques

- Risk overview
- Risk qualitative and quantitative Assessment

- Role of Configuration Management System in problem solving
- Structural approach of problem solving
- Techniques and types of workshop in problem investigation and diagnosis
- Six serving-men technique
- Lotus Blossom technique
- Kepner and Tregoe Method
- Root Cause Analysis
- Prioritizing Techniques

### People Involved in Problem Solving

- Roles and organization consideration
- Reactive and Proactive Problem Management
- Service Design and Transition Involvement
- Assignment Matrix
- Problem Analyst skill profile

### Communication

- Overview
- 3 elements of communication
- Specific Requirement

### Quality

- Service Quality
- Need of Continual Service Improvement
- Problem Management contribution

*Individual exercises, assessment and group discussions will be conducted during class to re-enforce the concepts and hands on practice to convert knowledge into skill.*



*ITIL® and IT Infrastructure Library® are (registered) trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.*