

# Problem Analysts

Duration: 3 Days

## COURSE DESCRIPTION

Problem Management is the ITIL-espoused problem management capability that is one of the most important IT service management (ITSM) areas within an IT department. The ITIL problem management process investigates recurring incidents, the root cause of incidents, and provides a formal focus on incident prevention and the importance and role played by the problem analyst.

This course is a three-day instructor-led classroom training relevant for professionals who play a role in managing and coordinating problems within the organization. This is a role-based service management qualification which focuses on the core competencies and skills required of individuals to effectively discharge their roles within Problem Management.

Course participants will also complete a course workbook designed to enable the participants to understand and internalize the key principles learnt during the course. At the end of the three-day classroom training, the certification exam may be taken.

Typically, each day of the course will cover a 1 to 2 Problem Analyst domain, using lecture, group activities and practice questions.

This course may be eligible for PMI's PDUs.

## COURSE OUTLINE

The Problem Analyst Course comprises five primary sections, covering the following topics:

- Problem Management and the role of the Problem Analyst
- The Scope of Problem Management
- Process Overview
- Techniques assisting process activities
- Personal and Written Communication
- Maintaining Quality
- Problem Analyst Roles and Responsibilities

## LEARNING OBJECTIVES:

This course expands on the key concepts within Problem Management covered in ITIL Foundation. Additionally, course participants will be equipped with the skills and competencies required of a Problem Analyst within the organization.

## AUDIENCE:

This course aims at those IT Problem Management practitioners, supervisors and managers including business interfacing staff, IT Consultants, IT Service Providers and IT Managers who are involved in managing problems throughout its lifecycle. The course would also be beneficial to business representatives within the organization which interfaces regularly with IT Problem Management process and personnel.

**CERTIFICATION AND EXAM INFO:**

Delegates who successfully complete the course and pass the examination will be recognized as certified with ITIL Problem Analyst under the APMG certification scheme. Delegates who do not attain a passing score for the examination would be awarded a course attendance certificate only

**Examination Format**

- Complex Multiple Choice
- 20 questions
- 1 hour duration
- Maximum Score 20 Marks
- 13/20 Marks required to pass (65%)

**PREREQUISITES:**

Accredited training is required for this certification due to the practical workbook-based aspects of the course. All candidates attempting the certification examination requires documentary evidence of ITIL Foundation certification.