

HDI Problem Management Professional (HDI-PM)

Course Summary

Description

HDI Problem Management Professional certification is intended for those who wish to gain a working knowledge of industry best practices related to problem management. It is ideal for IT professionals who are working or are planning to work within problem management, whether in a technical, managerial, or operational role.

Objectives

At the end of this course, students will be able to:

- Use best practice frameworks and standards for ITSM
- Understand what service restoration is, in terms of incident and problem management
- Understand the problem management activity flow
- Understand the importance of detection, prioritization, and categorization
- Understand methods for investigation and diagnosis
- Understand the roles and responsibilities of the problem management professional
- Understand problem management process relationships
- Understand the interdependencies between incident and problem management
- Understand the relationships between knowledge management, known errors, and workarounds
- Use proven methodologies for conducting root cause analysis
- Understand the differences between reactive and proactive problem management
- Understand critical success factors and key performance indicators for problem management
- Understand the problem management road map and how to use it in your organization

Topics

- IT Service Management
- Service Restoration Overview
- Problem Management
- Roles and Responsibilities
- Relationships
- Root Cause Analysis (RCA) Techniques
- Measuring Problem Management
- Problem Management Road Map

Audience

This course is designed for:

- Individuals who wish to be certified in problem management
- Individuals who are working or plan to work within problem management, whether in a technical, managerial, or operational role
- Individuals who are preparing for the HDI Problem Management Professional certification exam

Duration

Two days

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Course Outline

- I. IT Service Management**
 - A. IT Service Management
 - B. Functions and Processes
- II. Service Restoration Overview**
 - A. Service Restoration
 - B. Service Restoration Processes
 - C. Incident and Problem Management
 - D. Common Process Activities
- III. Problem Management**
 - A. Problem Management Overview
 - B. Detection and Categorization
 - C. Investigation and Diagnosis
 - D. Resolution
 - E. Closure
 - F. Major Problem Review
- IV. Roles and Responsibilities**
 - A. Primary Problem Management Roles
 - B. Complementary Roles
 - C. Responsibility, Accountability, Consulted, and Informed Model
- V. Relationships**
 - A. Relationship to ITSM Processes
 - B. Relationship to ITSM Functions
- VI. Root Cause Analysis (RCA) Techniques**
 - A. Simple RCA Techniques
 - B. More Complex RCA Techniques
- VII. Measuring Problem Management**
 - A. Metrics
 - B. Common Problem Management Process Metrics
- VIII. Problem Management Road Map**
 - A. Road Map
 - B. Process Maturity Assessment
 - C. Process Assessment Report
 - D. Establishing the Target Maturity Level
 - E. Creating the Improvement Plan
 - F. Problem Management Challenges