Overview

This two-day course is designed to help participants move beyond the theory of**ITIL Problem Management** and understand how the practice can be applied within real organisational environments.

The programme focuses exclusively on **Problem Management**, exploring how organisations can identify, analyse, resolve, and prevent problems. Participants examine practical approaches, tools, and techniques that can be used to establish Problem Management or strengthen an existing practice.

Throughout the course, learners consider their current environment, define desired outcomes, plan improvements, take action, and evaluate results. This provides a practical framework that can be adapted to a variety of organisational settings.

Prerequisites

An **ITIL® 4 Foundation** certificate is preferred. However, participants with a basic understanding of ITIL can also attend the course.

Who Should Attend

This course is suitable for anyone who has an interest in, or responsibility for, Problem Management and related activities within their organisation, regardless of their specific job role.

What You Will Learn

By the end of the course, participants will be able to:

- Explain the fundamental concepts of Problem Management
- Use ITIL practice materials to support Problem Management within their organisation
- Apply practical tools and assets within their own working environment
- Begin implementing Problem Management or enhance an existing practice
- Develop foundational practical expertise in Problem Management
- Exchange experiences and explore best practices with other participants

Outline

1. What Is the Vision?

The course begins by considering the desired direction for Problem Management and how that vision can be translated into measurable outcomes.

- Vision-to-metrics trail
- Purpose and objectives of Problem Management
- RACI for Problem Management
- The three phases of Problem Management

2. Where Are We Now?

This section focuses on understanding and evaluating the organisation's current Problem Management position.

- Reviewing existing problem models, where available
- Analysing incident volumes
- Identifying incident and problem correlations
- Resource utilisation
- Stakeholder identification
- Problem control
- Error control

3. Where Do We Want to Be?

After establishing the current state, participants consider the desired future position and identify areas for improvement.

- Defining major incidents, problems, and known errors
- Developing a business case for Problem Management
- Improvement planning
- Establishing SMART targets
- Considering resource requirements
- Developing and improving problem models

4. How Do We Get There?

This section examines the competencies, techniques, measures, and communication approaches required to achieve the desired Problem Management outcomes.

- Role competencies
- Problem Management techniques
- Using approaches such as Cynefin
- Establishing authority for problem resolution
- Key Performance Indicators (KPIs)
- Critical Success Factors (CSFs)
- Practice Success Factors (PSFs)
- Stakeholder planning
- Communication planning

5. Take Action

Participants explore how plans can be translated into practical improvement activities.

- Planning improvement initiatives
- Establishing clear roles and responsibilities
- Observing and monitoring progress
- Managing interfaces between Problem Management and other ITIL practices

6. Did We Get There?

This section focuses on measuring outcomes and determining whether Problem Management improvements are delivering the expected results.

- Dashboards and reporting
- Benefits realisation

- Reviewing problem records
- Evaluating known error databases
- Assessing value streams
- Reviewing baselines and performance

7. How Do We Keep the Momentum Going?

The final section considers how Problem Management can continue to evolve rather than becoming a one-time improvement initiative.

- Planning future improvement cycles
- Considering new and emerging technologies
- Responding to emerging problems
- Evolving Problem Management value streams
- Assessing maturity across all four ITIL dimensions