IT Problem Management: Strategies for Effective Resolution

13 – 17 September 2027
Paris (France)



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Why This Course

In today's IT-driven organizations, recurring incidents and unresolved issues can disrupt operations, impact service quality, and erode customer trust. Effective problem management is critical to not only resolve issues efficiently but also prevent them from reoccurring.

This intensive 1-week course equips IT professionals with advanced skills in root cause analysis, ITIL-based problem management, and proactive prevention strategies. Participants will gain the knowledge and tools to optimize IT service delivery, enhance collaboration, and drive continuous improvement across IT operations.

What You'll Learn and Practice

By joining this program, you will:

- Master root cause analysis techniques to identify and resolve complex IT issues.
- Implement ITIL problem management processes and best practices.
- Develop proactive strategies to prevent recurring IT problems.
- Enhance critical thinking and decision-making skills for IT problem-solving.
- Improve communication and collaboration across IT teams to streamline service delivery.
- Build a culture of continuous improvement within your IT organization.

The Program Flow

Day 1: Foundations of IT Problem Management

- Introduction to problem management concepts
- ITIL framework and problem management
- Difference between incidents and problems
- Problem identification and categorization

Day 2: Root Cause Analysis Techniques

- Ishikawa diagrams and 5 Whys analysis
- Fault tree analysis and Pareto charts
- Brainstorming and mind mapping for problem-solving
- Case studies in root cause analysis



Day 3: Problem Management Processes and Tools

- Problem logging and prioritization
- Investigation and diagnosis methodologies
- Error control and known error database KEDB
- Problem management tools and software

Day 4: Proactive Problem Management

- Trend analysis and problem prediction
- Risk assessment and mitigation strategies
- Continuous service improvement techniques
- Major problem review and lessons learned

Day 5: Advanced Problem Management and Integration

- Integration with change and release management
- Problem management metrics and KPIs
- Effective communication in problem management
- Building a problem management culture

Individual Impact

- Gain confidence in diagnosing and resolving complex IT problems.
- Strengthen analytical, critical thinking, and decision-making skills.
- Develop proficiency in applying ITIL problem management practices effectively.

Work Impact

- Reduce mean time to resolution MTTR for critical IT issues.
- Implement proactive problem prevention strategies to minimize recurring incidents.
- Improve collaboration and communication between IT teams.
- Enhance IT service quality and overall customer satisfaction.

Training Methodology

The program uses a blend of practical and theoretical approaches to ensure real-world application:

- Hands-on exercises in root cause analysis and problem-solving techniques.
- Interactive workshops on ITIL best practices and process implementation.
- Case studies and real-life scenarios to practice decision-making.
- Group discussions and peer learning to share experiences and solutions.
- Tools, templates, and frameworks for immediate application in participants' organizations.



Beyond the Course

Upon completion, participants will be able to:

- Implement a structured, ITIL-based problem management framework in their organization.
- Proactively identify and prevent recurring IT issues.
- Establish metrics and reporting to monitor IT problem resolution effectiveness.
- Foster a collaborative culture focused on continuous improvement in IT service management.

