MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

SERVICE OPERATIONS - PROBLEM MANAGEMENT (PROCESS)

"Fix the root, not just the symptoms. Master Problem Management for long-term IT stability."

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

► **Available delivery methods:** In-House Training

Introduction

Problem Management is a core ITIL® process within the Service Operations stage, focused on identifying, analyzing, and eliminating the root causes of incidents to prevent recurrence. This course equips participants with the tools and techniques to implement a structured problem management process, perform root cause analysis, and drive service improvement by reducing incident volumes and minimizing disruptions.

Objectives

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

- Understand the role of Problem Management in ITIL® Service Operations
- Distinguish between reactive and proactive problem management
- Use industry-standard root cause analysis techniques
- Manage the lifecycle of problems from detection to resolution
- Collaborate effectively with incident and change management teams
- Establish a Known Error Database and Problem Records

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Why Attend

Persistent IT issues can severely impact service quality and productivity. This course helps IT professionals move beyond temporary fixes and develop permanent solutions. Attendees will learn how to reduce incident volumes, improve user satisfaction, and contribute to a more resilient IT environment.

Target Audience

- Problem Managers & Process Owners
- IT Service Managers
- Incident & Change Coordinators
- IT Support Analysts
- ITIL® Practitioners
- Service Desk Team Leads
- Technical Support Professionals

Individual Benefits

- Mastery in RCA techniques and error elimination
- Improved ability to contribute to continual service improvement
- Recognition as a problem-solving leader in IT environments
- Professional development aligned with ITIL® practices

Organizational Benefits

- Decreased frequency and impact of recurring incidents
- Improved IT service quality and stability
- Better alignment of IT operations with business expectations
- Increased service desk productivity and reduced downtime

Instructional Methodology

- Instructor-led presentations with real-time case studies
- Practical workshops on problem-solving and RCA techniques
- Interactive discussions, group exercises, and knowledge checks
- Templates, SOPs, and process simulation
- Pre- and post-course assessments

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Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules ☕ **Coffee Breaks:** 09:30 & 11:15 🍱 **Lunch Buffet:** 01:00 – 02:00

Day 1: Problem Management Foundations

- **Module 1:** Overview of ITIL® Service Operations and Problem Management (07:30 – 09:30)
- **Module 2:** Key Concepts: Problems, Known Errors, Root Cause, Workarounds (09:45 – 11:15)
- **Module 3:** Objectives and Scope of Problem Management Process (11:30 – 01:00)
- **Module 4:** Reactive vs Proactive Problem Management (02:00 – 03:30)

Day 2: Problem Management Lifecycle – Detection to Logging

- **Module 1:** Problem Detection Sources and Triggers (07:30 – 09:30)
- **Module 2:** Problem Logging and Categorization Techniques (09:45 – 11:15)
- **Module 3:** Prioritization and Impact Analysis (11:30 – 01:00)
- **Module 4:** Managing Problem Records and Known Errors (02:00 – 03:30)

Day 3: Root Cause Analysis and Tools

- **Module 1:** Introduction to Root Cause Analysis Frameworks (07:30 – 09:30)
- **Module 2:** RCA Tools: 5 Whys, Fishbone Diagram, Fault Tree Analysis (09:45 – 11:15)
- **Module 3:** Hands-on RCA Workshop: Team Simulation (11:30 – 01:00)
- **Module 4:** Documenting Root Cause & Workarounds (02:00 – 03:30)

Day 4: Resolution, Known Errors, and Process Integration

- **Module 1:** Developing and Implementing Solutions (07:30 – 09:30)
- **Module 2:** Known Error Database and Workaround Management (09:45 – 11:15)
- **Module 3:** Integrating with Incident, Change, and Configuration Management (11:30 – 01:00)
- **Module 4:** Communication and Escalation Protocols (02:00 – 03:30)

Day 5: Process Optimization and Performance Monitoring

- **Module 1:** KPIs and Metrics for Problem Management (07:30 – 09:30)
- **Module 2:** Conducting Problem Reviews and Lessons Learned (09:45 – 11:15)
- **Module 3:** Continual Improvement and Maturity Assessment (11:30 – 01:00)
- **Module 4:** Final Assessment and Action Plan (02:00 – 03:30)

Certification

Upon successful completion, participants will be awarded a **Certificate of Competency in Problem Management (ITIL® Service Operations Process)**, verifying their proficiency in structured problem-solving, root cause analysis, and end-to-end process execution.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

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