HDI Certified Problem Management Professional

About HDI®

As the world's largest membership association for IT service and support professionals, HDI focuses on industry best practices, develops certification and training programs based on internationally-recognized standards, and provides members with valuable industry resources and events.

About RADAR Solutions Group Inc. (RADAR)

RADAR specializes in Customer Service Delivery Consulting and Training within the IT industry. Since 2001 RADAR has been an HDI Authorized Training Partner delivering certification training in Canada.

As of March 2013, RADAR became an HDI Gold Partner offering all HDI products and services in Canada

Visit our website:
www.radarsolutionsgroup.com

Course Overview

The 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.

HDI Problem Management Professional is an introductory- to intermediate-level course. Basic IT service management concepts and principles are also covered. A large part of the training is dedicated to in-depth discussion of incident management and its inter-dependency to problem management. In addition, 3-4 hours are dedicated to reviewing and performing exercises on 7 common industry root cause analysis techniques.

The HDI Problem Management Professional Certification Standard is based on the concepts, principles, and best practices found in various ITSM frameworks, including ITIL, ISO/IEC 20000, and COBIT.

What You Will Learn

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

Who Should Attend

- 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 to take the HDI Problem Management Professional certification exam

Available as:

Public Classroom Training: Interactive two-day course among peers.
Virtual Training: Two days of live, instructor-led training delivered over the Internet.
Onsite Training: A two-day course conducted at your company's site.

To Register or for Pricing Details:

Visit our website www.radarsolutionsgroup.com for pricing, scheduled dates and locations, and to register, or call us at **613-271-8075** or email: info@radarsolutionsgroup.com

Curriculum

Unit 1: IT Service Management
Section 1: IT Service Management
Section 2: Functions and Processes

Unit 2: Service Restoration Overview
Section 1: Service Restoration
Section 2: Service Restoration Processes
Section 3: Incident and Problem Management
Section 4: Common Process Activities

Unit 3: Problem Management
Section 1: Problem Management Overview
Section 2: Detection and Categorization
Section 3: Investigation and Diagnosis
Section 4: Resolution
Section 5: Closure
Section 6: Major Problem Review

Unit 4: Roles and Responsibilities
Section 1: Primary Problem Management Roles
Section 2: Complementary Roles
Section 3: Responsibility, Accountability, Consulted, Informed Model

Unit 5: Relationships
Section 1: Relationship to ITSM Processes
Section 2: Relationship to ITSM Functions

Unit 6: Root Cause Analysis (RCA) Techniques
Section 1: Simple RCA Techniques
Section 2: More Complex RCA Techniques

Unit 7: Measuring Problem Management
Section 1: Metrics
Section 2: Common Problem Management Process Metrics

Section 8: Problem Management Road Map
Section 1: Road Map
Section 2: Process Maturity Assessment
Section 3: Process Assessment Report
Section 4: Establishing the Target Maturity Level
Section 5: Creating the Improvement Plan
Section 6: Problem Management Challenges