ITIL 4 Practitioner: Problem Management Course

Overview

The **ITIL 4 Practitioner: Problem Management** certification is designed for IT professionals responsible for **identifying, analyzing, and resolving recurring IT issues** to improve service reliability. This module focuses on **proactive problem management, root cause analysis, and minimizing business impact** through ITIL 4 best practices.

This course is part of the **ITIL 4 Practitioner certification path**, equipping learners with **practical skills** to prevent incidents and enhance IT service performance.

Why Choose LEARNINGS24X7?

- **Authorized PeopleCert Training Provider** – Includes an official PeopleCert exam voucher.

- **Self-Paced eLearning** – Flexible learning at your own pace.

- **Comprehensive Study Materials** – Digital eBook, Official Sample Papers.

- **Corporate & Bulk Discounts** – Special pricing for teams and organizations.

Course Outline

Module 1: Introduction to ITIL 4 & Problem Management

- Understanding ITIL 4 principles and service management.

- The role of **Problem Management** in IT operations.

- Key concepts of proactive and reactive problem management.

Module 2: Root Cause Analysis & Problem Investigation

- Techniques for identifying and diagnosing recurring issues.

- Using **5 Whys, Fishbone Diagrams, and Pareto Analysis**.

- Correlating problem records with incident data.

Module 3: Problem Management Tools & Automation

- Implementing ITSM tools for problem tracking.

- AI-driven problem detection and predictive analytics.

- Integrating problem management with IT operations.

Module 4: ITIL 4 Best Practices for Problem Resolution

- Aligning problem management with ITIL 4 service strategy.

- Measuring and improving problem resolution performance.

- Continuous improvement and knowledge management.

Module 5: ITIL 4 Practitioner Exam Preparation

- Official ITIL 4 **sample papers and mock tests**.

- Exam-taking strategies & study techniques.

Learning Outcomes

After completing this course, candidates will:

- Understand how to **identify, analyze, and manage IT problems effectively**.

- Learn **best practices for root cause analysis and proactive problem resolution**.

- Gain expertise in **ITSM tools, automation, and problem management frameworks**.

- Be **fully prepared** for the **ITIL 4 Practitioner: Problem Management Certification Exam**.

Who Should Attend?

This course is ideal for:

- IT professionals responsible for **problem management and IT service stability**.

- IT support analysts, ITSM specialists, and problem managers.

- ITIL 4 Foundation certified professionals aiming to progress to **Practitioner level**.

- Individuals seeking expertise in **root cause analysis, risk management, and ITSM efficiency**.

Prerequisites

To take the **ITIL 4 Problem Management exam**, candidates must have:

- **ITIL 4 Foundation Certification**.

- Basic knowledge of **IT problem management and root cause analysis**.

Exam & Certification

ITIL 4 Problem Management Exam Details:

- **Exam Provider: PeopleCert** (Web-Proctored Exam)

- **Format:** Multiple Choice

- **Duration:** 60 Minutes

- **Number of Questions:** 40

- **Passing Score:** 70% (28/40 Correct Answers)

- **Retake Option:** Available via PeopleCert Exam Voucher

Certification Benefits:

- One of the **modules** required for the **ITIL 4 Practitioner certification path**.

- Enhances career opportunities in **problem resolution, IT operations, and IT risk management**.

- Recognized globally for **efficient problem handling and IT service resilience**.

Frequently Asked Questions (FAQs)

1. How do I schedule my ITIL 4 Problem Management exam? After completing the course, you will receive a **PeopleCert exam voucher** to schedule your **web-proctored exam**.

2. Do I need prior ITIL knowledge? Yes, **ITIL 4 Foundation Certification** is a prerequisite for this course.

3. What study materials are included? You will receive:

- **Digital eBook**

- **Official ITIL 4 Sample Paper**

4. Do you offer corporate training? Yes! We provide **customized corporate training** tailored to your organization's needs.

Enroll Now & Get ITIL 4 Certified!

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Advance Your ITSM Career with ITIL 4 Practitioner: Problem Management Certification!