

## BCS Problem Management

ITIL® is recognised internationally as the best practice approach to IT Service Management (ITSM) aligning the provision of IT Services with the needs of the business. It is used globally by thousands of organisations throughout the private and public sectors to improve the way in which they implement and manage IT Services.

The ITIL qualification scheme also recognises other certifications which add value to ITIL best practices and its own certification portfolio. These certifications are recognised under the ITIL Complementary Qualifications Scheme. Such certifications are given a credit value which successful delegates can add to the credits gained from other ITIL certifications and use towards their ITIL Expert Level qualification.

The BCS Specialist Certificate in Problem Management provides a comprehensive understanding of the principles required and practical experience of developing, maintaining, operating and improving problem management processes.

### Benefits to the individual

- Recognised professional qualification
- Understand the application of BCS Problem Management principles that contribute to industry best practice
- Understand the BCS Problem Management processes and how they may be used to enhance the quality of IT service support within an organisation
- Gain credits towards the ITIL Expert certification in IT Service Management

### Benefits to the business

- The adoption and application of proven best practice processes results in improved IT services and increased productivity throughout the business
- Practical analysis of problem records and reports allows steps to be taken to reduce the number of potential future problems which in turn leads to greater productivity
- Better process management leads to increased efficiency and reduced costs

### Audience

Project managers, business managers and business process owners

Those who require a working knowledge of the industry best practice used in Problem Management and how it can be used to improve the quality of ITSM within an organisation

Those who are required to deliver or improve Problem Management within an on-going Service Improvement Programme

### Course duration

This is a three day course. The exam is taken on the third day.

### Pre-requisites

Delegates must hold the ITIL Foundation Certificate and should also have:

A minimum of one year's experience in an IT Service Management environment

Responsibility for the delivery and maintenance of a specific service management process

Several years' experience in a specialist service management area



## Course outline

The objectives of this course are:

- To enable delegates to apply industry best practices in their working environment
- Develop and improve the customer and business focus of Problem Management
- Understand the interdependencies between Problem Management and other IT areas and processes
- Assist with the planning and implementation of Problem Management

The course is conducted through interactive group study using practical examples and activities. Delegates will also sit a mock exam.

Over the three day course, the following topics are covered:

## Exam details

The 90 minute exam consists of 25 multiple choice questions. The questions are based on a number of scenarios and the pass mark is 16/25 or 64%. This is a closed book exam i.e. entrants may not refer to any course materials or their own notes.

## Course content

- Introduction
- Problem Management processes. Problem Management concepts and principles
- The how - ITIL and its application to Problem Management
- A generic Problem Management process
- The what – the requirements of the ISO/IEC 20000 standard
- Tools, methods and techniques
- Problem Management roles and responsibilities – SFIA and ITIL. Skills Framework for the Information Age (SFIA) and its use with defining Problem Management roles
- ITIL and its use in defining Problem Management roles
- Control, measurement and reporting activities. COBIT® and its application to Problem Management
- The preparation of Problem Management reports for dissemination
- Analysis of problems, incidents, statistics and trends. The analysis of problems, incidents, statistics and reports, identifying trends
- Interfaces and dependencies
- Planning, improvement and implementation