

## ITIL 4 PRACTITIONER: PROBLEM MANAGEMENT

*This module provides practical guidance on the processes and activities of the Problem Management practice and their roles in the service value chain, the organisations and people involved in the practice, information and technology supporting the practice, and considerations for partners and suppliers.*

The ITIL 4 Practitioner: Problem Management practice module is for IT professionals who want to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and manage workarounds and known errors.



**ITL-PRM**  
**COURSE CODE**



**1 Day**  
**COURSE DURATION**



**English | Arabic**  
**COURSE LANGUAGE**

### Learning Objectives

At the end of this course, attendees will have an understanding of the following:

- Increase reliability of IT services
- Reduce losses and costs caused by IT service unavailability or degradation
- Fulfil service quality targets
- Reduce technical debt
- Anticipate utilization of IT support resources
- Measure, assess and develop the Incident Management practice capability in your organisation by using the ITIL Maturity Model.

## Qualification Overview

<b>Duration</b>	1 day	8 training hours	Timing Flexible
<b>Audience</b>	<ul style="list-style-type: none"> <li>Individuals continuing their journey in service management</li> <li>ITSM Managers and aspiring ITSM Managers</li> <li>IT managers and practitioners involved in digital services or working in digital transformation projects, working within or towards high velocity environments</li> <li>Existing ITIL qualification holders wishing to update their knowledge.</li> </ul>		
<b>Certification</b>	ITIL 4 Practitioner: Problem Management		
<b>Exam Structure</b>	20 Multiple Choice Questions	30 minutes	Pass Score 13/20 or 65%
<b>Pre-requisites</b>	<ul style="list-style-type: none"> <li>ITIL® Foundation Certificate in IT Service Management</li> <li>Training through an Accredited Training Organisation</li> </ul>		

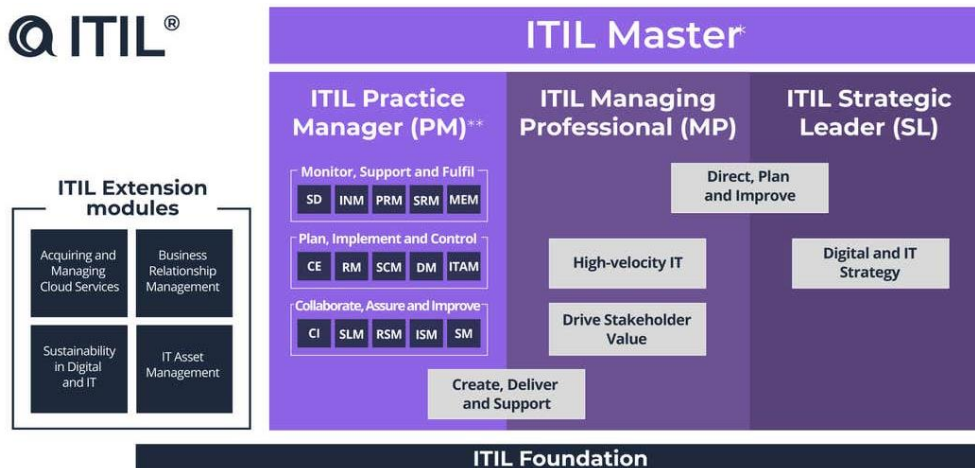
## Program Outline

ITILPRM01	Value Streams and Processes
ITILPRM02	Organizations and People
ITILPRM03	Information and Technology
ITILPRM04	Partners and Suppliers
ITILPRM05	Capability Development

### Notes:

- Exam vouchers and the ITIL 4 Core Book are included in the course fees.

## Certification Scheme



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