



Kenel Academy

Unleashing Potential...Transforming Careers

MASTERING INCIDENT & PROBLEM MANAGEMENT

Training Course

2024

www.kenelacademy.com

Mastering Incident & Problem Management

Duration: 1-2 Days

Location Options: Onsite or Offsite (Flexible Delivery Options)

Certification: Certificate of Attendance & Achievement upon Completion

Course Overview

Effective management of incidents and problems is critical to maintaining IT service quality, ensuring customer satisfaction, and minimizing disruptions to business operations. The Mastering Incident & Problem Management Training Course provides participants with the knowledge, tools, and skills to handle incidents efficiently and address the root causes of recurring problems.

This 1-2 day course is grounded in the ITIL4 framework and combines theoretical insights with hands-on activities, simulations, and real-world scenarios. Participants will gain practical experience in incident workflows, root cause analysis, and process improvement techniques. Upon successful completion, attendees will receive a Certificate of Attendance & Achievement, demonstrating their expertise in Incident and Problem Management.

Course Syllabus

This course covers a broad range of topics to ensure participants develop a well-rounded understanding of incident and problem management:

Module 1: Introduction to Incident & Problem Management

- Definitions, objectives, and key terms for Incident and Problem Management.
- The ITIL4 framework and its application to Incident and Problem Management.

Module 2: The Incident Management Process

- End-to-end incident management workflow, including categorization, prioritization, resolution, and closure.
- Handling major incidents and conducting post-major incident reviews.

Module 3: The Problem Management Process

- Steps in Problem Management: From identification to resolution.
- Techniques for root cause analysis (RCA), such as the 5 Whys and Fishbone Diagram.
- Application of the PDCA (Plan-Do-Check-Act) cycle for continuous problem resolution.

Module 4: Skills and Competencies for Effective Management

- Key skills for Incident Management: Technical knowledge, communication, decision-making, and collaboration.
- Core competencies for Problem Management: Analytical thinking, troubleshooting, and process improvement.
- Activity: Root Cause Analysis Exercise using real-world scenarios.

Module 5: Incident & Problem Management Best Practices

- Establishing a robust incident logging and escalation system.
- Implementing proactive Problem Management and maintaining a Known Error Database (KEDB).
- Conducting trend analysis to identify and address potential problems.

Module 6: Tools and Techniques for Management

- Tools for managing incidents and problems, including ITSM platforms like ServiceNow and Jira Service Desk.
- Using automation and collaboration tools for root cause identification and resolution.
- Activity: Incident Simulation Exercise to handle an incident from identification to resolution.

Module 7: Measuring Success and Reporting

- Key Performance Indicators (KPIs) for Incident and Problem Management, such as resolution times and recurring incident reduction.
- Conducting post-incident and problem reviews to identify lessons learned.

Module 8: Overcoming Challenges and Driving Continuous Improvement

- Common challenges in Incident & Problem Management and strategies to address them.
- Embedding a culture of learning and using the CSI (Continual Service Improvement) model for ongoing enhancement.

Course Benefits

This course equips participants and organizations with:

- **Efficient Incident Management:** Learn to streamline incident handling processes, reduce downtime, and enhance user satisfaction.
- **Proactive Problem Resolution:** Gain tools and techniques to identify root causes, document known errors, and prevent future incidents.
- **Improved Communication:** Develop communication strategies to engage stakeholders effectively during major incidents and problem resolution.

- **Enhanced Collaboration:** Strengthen teamwork and coordination across IT functions to address challenges efficiently.
- **Increased Service Reliability:** Implement best practices and use modern tools to ensure continuous service improvement.

Participants who complete the course will receive a **Certificate of Attendance & Achievement**, signifying their understanding of Incident and Problem management and their readiness to contribute to the organization's success.

Flexible Delivery Options

Our course can be delivered **onsite at your organization** for convenience or **offsite** at a location that provides a dedicated learning environment. With flexible delivery options, we ensure that your team can benefit from this training in the setting that best suits your needs.

Contact Us Today to Schedule Your Incident & Problem Management Training!

Equip your team with the skills to handle incidents efficiently, identify root causes, and prevent recurring issues. Contact us today to schedule your training session or learn more about how this course can benefit your organization..

Contact the training and sales team at : info@kenelacademy.com