

Syllabus and Qualification Framework

This qualification covers the Service Management discipline of Problem Management as described in the IT Infrastructure Library (ITIL) Service Support book. The qualification also covers ITIL Service Management principles in general, and the interdependencies between these and Problem Management.

1. LEARNING OBJECTIVES

Holders of the ISEB Practitioner Certificate in IT Service Management: Problem Management will be able to demonstrate their competence in, and their ability to:

- Plan for the implementation of Problem Management
- Support the Incident Management process through the management and resolution of incidents when the Service Desk is unable to do so independently
- Define, implement and manage the following activities: carry out an incident analysis, identify and create a problem record, diagnose the cause of problems, identify problem resolutions, assign known errors to the appropriate configuration item(s) and raise remedial changes if necessary
- Define and agree incident and problem categories and priorities
- Be aware of the support tools and techniques available for the implementation of Problem Management and be able to indicate how improvements can be made
- Analyse incident and problem reports and statistics to determine trends, identify weak areas and propose resolutions to reduce the number of incidents, by proactively identifying and preventing possible problems
- Prepare Problem Management reports for distribution throughout the organisation.
- Co-ordinate, schedule, target and focus resources to the resolution of the most appropriate incidents and problems
- Understand the interdependencies between Problem Management and other IT and Service Management processes.

2. SYLLABUS

I. Planning

The planning, implementation and improvement of the Problem Management process

On completion of the course the candidate should be able to:

- understand the planning activities involved in the planning of Problem Management
- understand the potential costs, benefits and problems associated with the implementation of Problem Management
- know the objectives and scope of Problem Management
- review Problem Management processes identifying areas of weakness and instigating resolutions and proactive improvements

II. Incident Management

The support of the Incident Management process through the resolution of incidents when the Service Desk is unable to do so independently

On completion of the course the candidate should be able to:

- report on the progress of the resolution of problems to Incident Management
- see that there is feedback to the Service Desk and the Incident Management process on incidents coupled to known errors and / or problems
- indicate where scripts or procedures need to be adjusted
- document incident-problem analyses, temporary solutions and solution procedures in such a way to produce usable information for the Incident Management process and the Service Desk
- support the Incident Management process in the management and resolution of Major Incidents

III. Problem and Error Control

The definition, implementation and management of the following activities: incident analysis, problem diagnosis and root cause analysis, resolution, identification and the assignment of incidents, problems and known errors to the appropriate configuration item(s) and technical support resource(s).

On completion of the course the candidate should be able to:

- identify and define problems
- classify problems, determining priority, impact and category
- manage problems and apply Problem Management techniques
- determine the resources needed for analysis and diagnosis
- co-ordinate analysis and diagnosis as a project manager
- liaise with internal support groups and external suppliers to ensure that problems are resolved as quickly as possible
- resolve any incident or problem ownership disputes
- ensure that known errors are correctly logged against relevant items
- initiate requests for change (RFCs)
- define procedures and work instructions for the Problem Management process

IV. Support Tools & Techniques

The awareness, knowledge and use of Problem Management support tools and techniques and the instigation of process improvements.

On completion of the course the candidate should be able to:

- set up and assess criteria for choosing appropriate support tools
- select the appropriate support tools and techniques
- justify, procure and implement such tools

V. Prevention

The analysis of incident and problem statistics and reports determining trends, identifying areas of weakness and proposing resolutions for the proactive prevention of possible problems

On completion of the course the candidate should be able to:

- analyse details of recorded incidents and problems
- identify trends on the basis of analysis
- make use of statistical techniques and relationships within the CMDB
- identify weaknesses or common problems
- instigate requests for change (RFCs) to resolve these weaknesses and common problems and reduce the number and the impact of incidents and problems

VI. Reporting

The preparation of Problem Management reports for distribution throughout the organisation as appropriate.

On completion of the course the candidate should be able to:

- identify the Problem Management related reports required throughout the organisation
- produce regular and ad-hoc Problem Management reports and circulate these as required
- define and report on the Key Performance Indicators (KPIs) of Problem Management
- analyse reports and take the appropriate action

VII. Interfaces and Dependencies

The appreciation and understanding of the interfaces and dependencies Problem Management has with the other Service Management processes.

On completion of the course the candidate should be able to:

- identify and understand the interfaces that Problem Management has with other IT and Service Management processes
- define and document the dependencies of other Service Management processes on Problem Management processes and information
- define and document the dependencies of Problem Management on other Service Management processes and information
- implement procedures that facilitate the interfacing and dependence of Problem Management with all other IT and Service Management processes

Recommended minimum number of hours training in the above syllabus: 18 hours

3. EXAMINATION FORMAT

The Practitioner examination is a two-hour "closed book", multiple-choice paper. The majority of the forty questions will be based on a Case Study.

Normally, the examination will be held on-site at the conclusion of the course. However, ISEB will normally also arrange four central examinations per year in March, June, September and December; please contact the ISEB for further details.

4. PREPARING FOR EXAMINATIONS

To be entered for the Practitioner's examination leading to the certificate, the candidate must fulfil three requirements:

- Attend an accredited training course and complete the in-course assignment
- Demonstrate at least one year's experience in the Problem Management process
- Hold the foundation Certificate in IT Service Management

Candidates taking the examination immediately following a course will be entered for the examination by the course provider. Those wishing to take the central examination should register direct with the ISEB, from whom the entry form can be obtained.

In order to offer training leading to the Practitioner's Certificate, course providers must first be accredited by the ISEB. A list of accredited training providers is available on the ISEB web site or from the Examination Officer at the ISEB. The training may be offered in a variety of formats, but is most commonly available as a three-day course.

Please ensure that you check our web site www.bcs.org.uk/iseb/conskills for the up to date list of accredited training providers.

5. SUMMARY OF EXAMINATION FEES

For candidates who have attended accredited training and who are entering for the first time, fees will be paid by the course provider. In all other cases, the fees will be charged to the individual prior to the examination date. A schedule of fees is available on the ISEB web site.

6. EXAMINATION DATES

Full details and information on examinations dates can be found on the ISEB web site or can be obtained from the Examinations Officer at the ISEB.

7. CONTACT INFORMATION

For further information on this qualification, please contact the ISEB Examinations Officer, telephone 01793 417 419 or at the postal address below.

For all general advice and guidance about ISEB examinations, please refer to www.iseb.org.uk where background information on ISEB is available together with details of all other awards on offer. If the information you require is not covered on the web pages, then please contact the ISEB Examinations Office on iseb@hq.bcs.org.uk or telephone 01793 417417.

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