

Problem Analyst

Problem Analysts teaches you how to prevent problems and resulting incidents from happening. When incidents are resolved, information about the resolution is recorded. Over time, this information is used to speed up the resolution time and identify permanent solutions, reducing the number and resolution time of incidents. This results in less downtime and less disruption to business critical system.

Who should attend?

People with the role of problem analyst within a service management environment. It is also relevant to other key staff involved either directly or indirectly with problem management activities. This includes but is not limited to service desk and incident analysts, change analysts, IT technical support areas (availability, capacity and IT service continuity), other service management personnel and business and user representatives.

Benefits

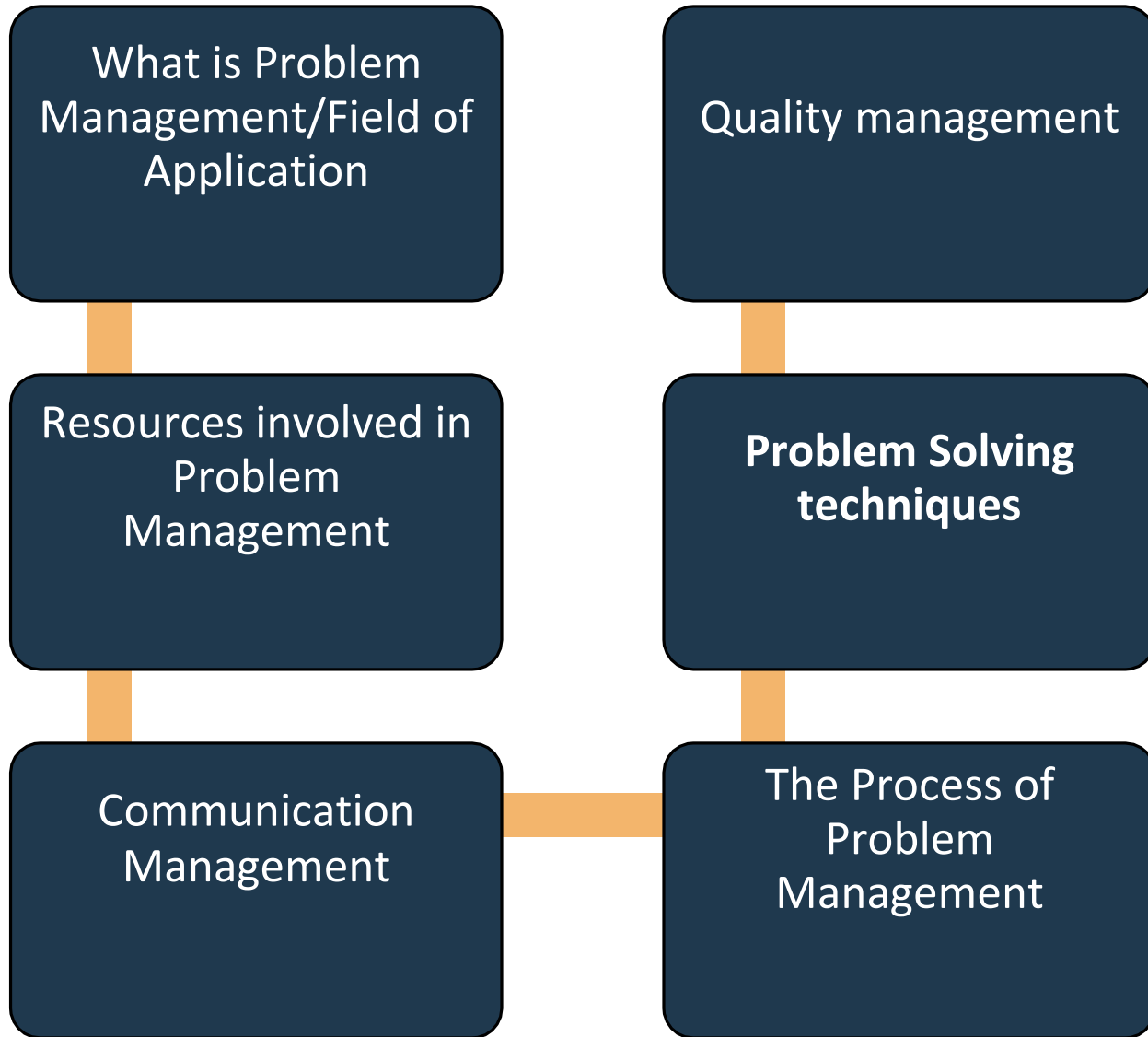
The purpose, value and positioning of problem management within an IT service management environment

The main interfaces between the problem analyst and other process areas within IT service management and how the impact of problems for a variety of service components can be reduced.

How to identify and describe the key activities that are contained in the problem management process.

The concept of problem solving techniques and their application to a given scenarios.

Course Outline



Prerequisites for the EXAM

- It is recommended to be certified to ITIL Foundation level (preferably version 3)
- To be able to take the exam it is necessary to have attended an accredited course
- Further hours of personal study are also recommended in addition to the course ones
- A minimum of two years work experience in the IT field is recommended.

To be able to take the exam, it is necessary to have read and accepted the terms and conditions of the examination institute. The acceptance of such terms and conditions will have to be confirmed when taking the exam.

EXAM Details

- Objective testing
- Exam Duration – 60 minutes duration
- Exam Pattern – Multiple Choice and Multiple Answer Questions, Proctored and Caselet based Questions
- Number of Questions – 20
- Exam Language – English
- Passing Score – 65%





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>>Contact: info@4pa.in