Problem Management and Incident Review Processes Training Course

Professional Development Training Course Outline

Category	Customer Service and Customer Experience	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s fast-paced IT environment, organizations face constant challenges in maintaining seamless operations while minimizing service disruptions. Efficient Problem Management and Incident Review Processes are critical to ensuring operational resilience, service reliability, and customer satisfaction. Problem Management and Incident Review Processes Training Course equips professionals with actionable strategies to identify root causes, mitigate recurring incidents, and implement continuous improvement initiatives. Participants will gain hands-on knowledge of industry best practices, ITIL frameworks, and data-driven problem resolution techniques to enhance service efficiency and reduce downtime.

This course provides a structured approach to incident investigation, risk analysis, and performance optimization, enabling organizations to proactively address IT challenges. Through real-world case studies, interactive exercises, and scenario-based learning, participants will develop critical skills to streamline problem resolution, improve cross-functional collaboration, and enhance service delivery excellence. By the end of this program, attendees will be empowered to drive proactive problem management, transform incident handling into a strategic advantage, and foster a culture of continuous operational improvement.

Programme Curriculum

Problem Management and Incident Review Processes Training Course

Introduction

In today’s fast-paced IT environment, organizations face constant challenges in maintaining seamless operations while minimizing service disruptions. Efficient Problem Management and Incident Review Processes are critical to ensuring operational resilience, service reliability, and customer satisfaction. Problem

Management and Incident Review Processes Training Course equips professionals with actionable strategies to identify root causes, mitigate recurring incidents, and implement continuous improvement initiatives. Participants will gain hands-on knowledge of industry best practices, ITIL frameworks, and data-driven problem resolution techniques to enhance service efficiency and reduce downtime.

This course provides a structured approach to incident investigation, risk analysis, and performance optimization, enabling organizations to proactively address IT challenges. Through real-world case studies, interactive exercises, and scenario-based learning, participants will develop critical skills to streamline problem resolution, improve cross-functional collaboration, and enhance service delivery excellence. By the end of this program, attendees will be empowered to drive proactive problem management, transform incident handling into a strategic advantage, and foster a culture of continuous operational improvement.

Course Duration

5 days

Course Objectives

1. Master Problem Management fundamentals aligned with ITIL best practices.
2. Develop skills for incident root cause analysis and trend identification.
3. Implement proactive problem resolution strategies.
4. Optimize incident handling workflows for efficiency.
5. Enhance cross-functional collaboration in problem resolution.
6. Apply data-driven decision-making to reduce repeat incidents.
7. Conduct effective incident review meetings.
8. Utilize knowledge management tools for faster resolution.
9. Mitigate service downtime risks through structured problem processes.
10. Improve service reliability and availability metrics.
11. Establish continuous improvement initiatives within IT operations.
12. Leverage case studies to identify best practices and pitfalls.
13. Drive organizational resilience and operational excellence.

Target Audience

1. IT Service Managers
2. Incident and Problem Management Specialists
3. IT Operations Teams
4. Service Desk Analysts
5. Technical Support Engineers
6. IT Project Managers
7. Quality Assurance and Compliance Officers
8. Business Continuity and Risk Management Professionals

Course Modules

Module 1: Introduction to Problem Management

- Overview of ITIL and Problem Management processes
- Differentiating incidents from problems
- Key KPIs and metrics in Problem Management
- Roles and responsibilities in problem resolution

- Case Study: Reducing recurring server outages in a multinational company

Module 2: Incident Identification and Classification

- Techniques for incident detection and logging
- Categorization and prioritization best practices
- Impact and urgency assessment methods
- Integration with Service Desk tools
- Case Study: Streamlining incident intake in a financial services firm

Module 3: Root Cause Analysis (RCA)

- RCA methodologies (5 Whys, Fishbone, Fault Tree Analysis)
- Data collection and analysis for problem resolution
- Identifying systemic versus isolated issues
- Leveraging monitoring tools for RCA
- Case Study: Solving persistent network latency in a healthcare provider

Module 4: Problem Resolution Planning

- Developing corrective and preventive action plans
- Resource allocation for problem resolution
- Risk assessment and mitigation strategies
- Tracking and monitoring progress of resolution actions
- Case Study: IT infrastructure upgrade project and downtime mitigation

Module 5: Incident Review Process

- Conducting post-incident reviews (PIRs)
- Documenting lessons learned and improvement opportunities
- Engaging stakeholders effectively in review meetings
- Translating insights into actionable change
- Case Study: Post-incident analysis after a major data center outage

Module 6: Knowledge Management in Problem Resolution

- Creating and maintaining a knowledge base
- Knowledge sharing best practices
- Leveraging historical data for faster resolution
- Integrating knowledge management with ITSM tools
- Case Study: Using a centralized knowledge repository to reduce incident recurrence

Module 7: Metrics, Reporting, and Continuous Improvement

- KPIs for monitoring Problem Management effectiveness
- Reporting techniques for management visibility
- Continuous improvement methodologies (Kaizen, PDCA)
- Benchmarking against industry standards
- Case Study: Driving IT process improvements in a retail organization

Module 8: Advanced Strategies and Emerging Trends

- AI and machine learning in problem detection

- Predictive analytics for proactive problem management
- Automation in incident response and resolution
- Cloud and hybrid infrastructure challenges
- Case Study: Implementing predictive incident alerts in a global enterprise

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price

23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com