



# Incident, Problem and Change Management (IPC)

Course Outline



## Program Overview

The primary goal of IT Service Management is to deliver quality services that enable desired business outcomes. To accomplish this, the Incident Management process is therefore very important in the running of an IT service as a way of minimizing the impact of incidents on the quality of service. The main aim is to get a user back to full operation as soon as possible.

Problem Management is used to resolve a root cause of one or more incidents. While a work-around may be sufficient in the short term to solve an incident and resume normal service it is ideal to find a long term solution and so prevent future incidents.

The purpose of change management is to respond to the customer's changing business requirements while maximizing value and reducing incidents, disruption and rework

If you want to increase the value of your IT services to the business, you should focus first on these customer facing processes.

## Duration

1- Day Program

## Learning Objectives

At the end of the training, participants are expected to:

- Identify the principles and concepts of IT Service Management based on ITIL®
- Identify the best practices of implementing Incident, Problem and Change Management in an organization.
- Define the terminology used in ITIL®
- Identify the concepts and definitions used in the Service Lifecycle.
- Define the roles, processes, and components within key areas of IT Service Management based on ITIL®

## Target Audience

**The target group of the IPC program is drawn from:**

- Service Desk Professionals, Change Managers or Individuals who requires understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization.
- IT professionals that are working within an organization that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement program.

## Program Structure and Outline

The Program is delivered using a combination of instructor-led lectures (**by an ITIL Expert**), case study and exercises on practical implementation of the concepts discussed within the training. The topics presented below define the areas of focus under the program.

- Incident Management
  - Incident Management Process Activities
  - How Incident Management Interfaces with Other Processes
  - Benefits and Value to the Business
  - Incident Management **Exercise**
  
- Problem Management
  - Problem Management Activities
  - How Problem Management Interfaces with Other Processes
  - Benefits and Value to the Business
  - Proactive Problem Management
  - Problem Logging
  - Categorization
  - Getting to the Root Cause – Problem Analysis Techniques
  - Workarounds and Known Errors
  - Problem Management Exercise
  
- Change Management
  - Why Change Management
  - Types of Changes
  - How Change Management Interfaces with Other Processes(SACM, Validation and Testing, Change Evaluation, Release and Deployment etc..)
  - Benefits and Value to the Business
  
- **Roles and Responsibilities**
  
- **Summary**

## Why Choose SAS Management Inc.

### We Deliver Results

SAS Management Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only PEOPLECERT® Accredited Training Organization (ATO) in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above average qualifications and certifications such as Business Management, Process Improvement, and Organizational Development Programs.

### We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting but rather ensuring that these are the things that our clients really need. This is why SAS Management Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

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