



Incident and Problem Manager Training

Gain the skills and knowledge to apply best practices that will enable you to better manage your job.

Who should attend

Managers and employees in IT Service organisations (IT Service Management employees, IT Service Manager, IT Project leaders, etc).

Prerequisites

Knowledge of Incident and Problem Management processes

Major components covered

Module 1: Incident and Problem Management:

- »» Transition from Incident to Problem from theoretical and practical viewpoint.
- »» Learn how to systematically find the root cause behind the apparent cause.

Module 2 - Effectiveness and Efficiency:

- »» Get more out of your time by optimizing meeting management.

Module 3 - Communication:

- »» Learn how to apply knowledge of communication and team development theories to practical work situations.

Module 4 - Project Management:

- »» Discover how Project Management lifecycle phases, tracking discipline, techniques and templates can be applied to any type of project and your day-to-day work.

Module 5 - Metrics:

- »» Understand how to get the most out of existing metrics and learn how to set up new metrics.

Your benefits

- »» You will gain the theoretical foundation of the Incident and Problem Management process areas
- »» You will learn techniques and tools to speed up your business processes and tasks that emerge in the context of Incident and Problem Management
- »» You will learn how to use these skills and how they help to increase your efficiency

Number of participants

From 6 to 12 maximum

Language

German (Training materials in English)

Duration

3 days (9.00am - 5.00pm)

Dates & fees

<http://www.procise.com/en/training-and-seminars/incident-and-problem-manager/>

Start your training now!

Contact

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