

# HDI Problem Management Professional (HDI-PM)

## Unit 1: IT Service Management

- IT Service Management
- Functions and Processes

## Unit 2: Service Restoration Overview

- Service Restoration
- Service Restoration Processes
- Incident and Problem Management
- Common Process Activities

## Unit 3: Problem Management

- Problem Management Overview
- Detection and Categorization
- Investigation and Diagnosis
- Resolution
- Closure
- Major Problem Review

## Unit 4: Roles and Responsibilities

- Primary Problem Management Roles
- Complementary Roles
- Responsibility, Accountability, Consulted, and Informed Model

## Unit 5: Relationships

- Relationship to ITSM Processes
- Relationship to ITSM Functions

## Unit 6: Root Cause Analysis (RCA) Techniques

- Simple RCA Techniques
- More Complex RCA Techniques

## **Unit 7: Measuring Problem Management**

- Metrics
- Common Problem Management Process Metrics

## **Unit 8: Problem Management Road Map**

- Road Map
  - Process Maturity Assessment
  - Process Assessment Report
  - Establishing the Target Maturity Level
  - Creating the Improvement Plan
  - Problem Management Challenges
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