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To build problem management expertise, the organization should adopt training strategies that include formalized training courses, on-the-job experience, and periodic skills evaluation. This method works best when experience or lab capabilities exist (immediately following training) and strong mentoring is immediately available.

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ITIL Problem management is one step ahead of Incident management which performs Root Cause Analysis (RCA) to identify, track and resolve recurring incidents permanently. Problem management prevents incidents from occurring and ultimately aims for no incidents. Problem management can be proactive as well as reactive.

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Incident Management: Activities from these two practices are closely related and may complement each other (e.g. identifying the causes of an incident is a problem management activity that may lead to incident resolution), but they may also conflict (e.g. investigating the cause of an incident may delay actions needed to restore service).

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ITIL problem management can streamline and standardize many of your IT department activities. The Blueprint covers how to help implement problem management.

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Problem management is the process responsible for managing the lifecycle of all problems that happen or could happen in an IT service. The primary objectives of problem management are to prevent problems and resulting incidents from happening, to eliminate recurring incidents, and to minimize the impact of incidents that cannot be prevented.

### **Bing: Problem Management For Newbies Expert**

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Problem Management will identify root cause of the incident. in cases where resolving the cause might exceed the service level for the Mean Time To Restore Service (MTRS), Problem Management will attempt to provide a temporary solution to the service desk.

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