



## Demonstrate the knowledge, skills and confidence to successfully manage IT problems with our Problem Analyst certification.

**Service managers are under growing pressure and scrutiny to respond quickly and effectively to problems with IT services.**

**Our Problem Analyst qualification provides candidates with the key competencies and practical experience required to fulfil the role of a problem analyst within an IT service environment.**

Developed in partnership with itSMF-UK and industry experts, Problem Analyst training and certification provides detailed, practical knowledge based on industry good

practice. This enables candidates to speed up incident (problem) resolution times and identify permanent solutions, leading to less downtime and reduced disruption to business critical systems.

After completing the course, candidates will be able to manage, prioritize, review and action problems in line with defined ITIL® processes.

The Problem Analyst qualification forms part of a series of role-based qualifications developed by APMG International and itSMF UK and is aligned to the Skills Framework for the Information Age (SFIA).

### FURTHER INFORMATION

#### WHO IS IT FOR?

This qualification is aimed at people with the role of problem analyst within a service management environment. It is also relevant to other key staff involved with problem management activities (e.g. service desk & incident analysts, change analysts and IT technical support staff).

Find out more online at

[www.apmg-international.com/ProblemAnalyst](http://www.apmg-international.com/ProblemAnalyst)

#### Qualifications available:

- FOUNDATION PLUS (multiple-choice)

#### You may also be interested in:

- Change Analyst
- Service Level Analyst
- ITIL®
- Lean IT

