

# Advanced Problem Management Workshop

## Course Overview

During this two-day workshop, participants will use their LogicMonitor environment to learn how to accurately investigate, identify, and prevent the root causes of infrastructure and service outages following the ITIL Problem Management methodology with the expressed intent to improve user experience and reducing business disruption. This workshop will include both real world examples and in-situ incidents from the client's own portal. No previous knowledge or adoption of ITIL is required for this course; the process and skills taught are completely stand-alone.

### Course Level

This course is suitable for new and moderately experienced users of LM Envision.

### Audience

System administrators, network administrators, database administrators, and anyone who may use LM Envision with Administrator access.

### Duration

2 days

### Prerequisites

- An existing LM Envision Platform.
- Students would highly benefit from a basic understanding of general IT terms, system administration, and networking.
- Getting Started with LogicMonitor eLearning series is recommended.
- Completion of LogicMonitor Certified Associate exam may also be beneficial but is not required.

### Objectives

- Understand the differences between incidents and problems.
- Learn the ITIL 7-Step Problem Management process and be able to identify members for the Problem Management team.
- Understand the Root Cause Analysis (RCA) process, entry point selection, and applying the 5-Whys.
- Demonstrate applying RCA to real-world system outages.
- Develop questioning (5-Whys) and analysis skills through application to an example event, from alert to impact analysis.
- Demonstrate judgment to determine when a root cause has been identified, and how to prevent future occurrences.
- Understand how to configure LM Envision to support Investigation and Diagnosis activities.
- Resolve a live in-situ event from the client's own portal from alert to impact analysis and after action research.

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## Course Agenda

### Day 1

#### Module 0: Workshop Orientation

- Introductions
- Workshop Objectives

#### Module 1: Introduction to Problem Management

- Incidents v. Problems
- ITIL 7-Step Problem Management
- Problem Management team roles

#### Module 2: Investigation and Diagnosis

- Root Cause Analysis (RCA)
- Entry point selection
- The 5-Whys
- Application to the real world

#### Module 3: Developing Questioning Skills

- Example event practice
- Questioning skills

#### Module 4: Analysis of Metrics

- Example event practice
- Analysis skills

#### Module 5: Deduction and Prevention

- Example event practice
- Determining root cause
- Prevention of future occurrences

### Day 2

#### Module 6: LM Envision Configuration

- Collection of performance metrics
- Configuration of alerts
- Alert notification and escalation
- Topology mapping (network and application)
- Dashboards
- Documentation

#### Module 7: Review RCA Process In-Situ

- Application of process to configurations

#### Module 8: In-Situ Event Analysis

- Work through a live in-situ event from alert to impact analysis and after action research