



# Putting ITIL® into Practice: Problem Management Techniques

Course completed by Maycon Santos

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Top skills covered

IT Service Management

Problem Management

Head of Content Strategy, Learning



Instructional Delivery Method: QAS Self Study  
In accordance with the standards of the National Registry of CPE Sponsors, CPE credits have been granted based on a 50-minute hour.  
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Field of Study: Information Technology  
Program: National Association of State Boards of Accountancy (NASBA)  
Registry ID: #140940  
Continuing Professional Education Credit (CPE): 3.00  
Certificate ID:  
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