

Take the next step in maximizing your critical thinking skills for improved service performance

This course is designed exclusively for graduates of the KT Foundations course provided via our partner ITpreneurs and is the next step in developing expertise in the area of High Severity/Major Incident Management towards becoming a high performance “troubleshooter”.

Participants will have already learned an overview of the core KT skills—*Situation Appraisal, Problem Analysis, Decision Analysis and Potential Problem Analysis*. During the KT High Severity Incident Management workshop they will be introduced to additional Incident Handling skills to restore service:

- **Using Situation Appraisal and Problem Analysis “at speed”**— how to drive structured service restoration under time pressure
- **Advanced Incident Management techniques**— managing the “end-to-end” process of service restoration
- **Facilitation of Major Incidents**— leading the incident resolution process

A large number of case studies will reinforce and cement the skills learned at the KT High Severity Incident Management Workshop.

This two-day course is beneficial for service-desk staff, analysts, problem and incident managers, auditors, quality managers, operators, technicians, engineers and others responsible for customer service and support.

Individuals with ITIL® intermediate qualifications in Service Operation (SO) or Operational Support and Analysis (OSA) will find the Kepner-Tregoe course extremely beneficial in improving their problem and incident management.

Prerequisite: Kepner-Tregoe Foundation course.

BENEFITS

- Learn Kepner-Tregoe’s advanced troubleshooting skills
- Hone your skills through case studies and application
- Learn about how to improve the performance of your Incident Management processes and restore service faster and more consistently

Workshop Structure

Key components of KT workshop are:

- A discovery case to assess current approaches to Incident Management and compare them to the KT approach
- “Process Teaches” which introduce the KT concepts in a step-by-step approach
- A series of case studies which allow participants to test their understanding of the techniques in a structured/simulated environment
- Coaching and feedback by the instructor to reinforce the learning
- Structured discussions about how the KT processes get implemented to drive hard results