



KT ITSM PROBLEM & INCIDENT MANAGEMENT

BCS (Formerly ISEB) Accredited Examination

BENEFITS

Improve ability in managing problems & incidents

Achieve external accreditation

Acquire the knowledge & skill set recognized by ITIL® as an industry best practice for IM & PM

The 'how' for Problem and Incident Management in IT Service Operations

WORKSHOP DESCRIPTION

Incident and Problem management are at the heart of customer support and are essential to IT support organizations. ITIL® is the most widely adopted framework for IT Service Quality Management. However, it does not specify the "How to", but instead recommends certain approaches to improving service performance.



The KT ITSM approach is an ITIL®-recognized, industry best practice for Incident and Problem Management. It is often used by IT Service Management to reduce Time-To-Close, increase First Time Fix rate, reduce No Fault Found, increase Customer Satisfaction and lower the operating cost of an IT support organization.

This workshop covers the core critical thinking skills applicable in an IT Service Management environment, and also provides participants with an option to achieve external accreditation and certification by taking the an exam at the end of the workshop (where available) or at anyone of the Prometric testing centers located worldwide

2012 Schedule

| | |
|-------------------------|--------------|
| Apr. 25 - Apr. 27, 2012 | Singapore |
| Jun. 11 - Jun. 13, 2012 | Kuala Lumpur |
| Aug. 15 - Aug. 17, 2012 | Singapore |
| Nov. 19 - Nov. 21, 2012 | Kuala Lumpur |

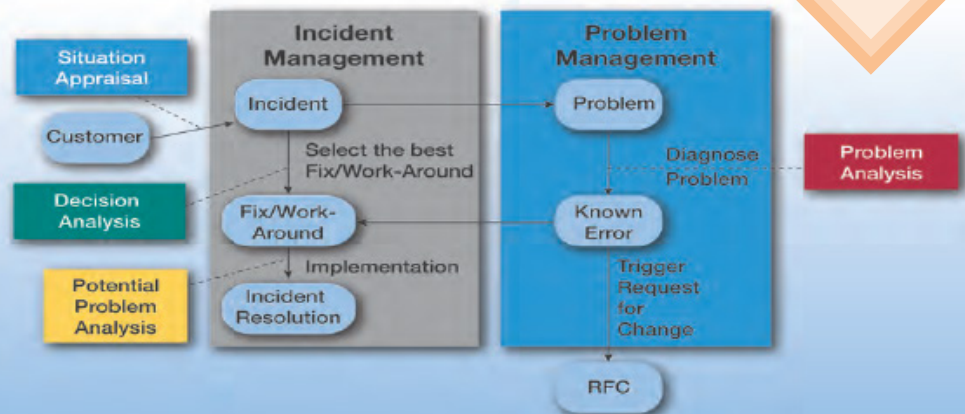
Workshop Hours are 9:00 am to 5:30 pm
Dress code is business casual



BCS (FORMERLY ISEB) EXAM

The 40 question, multiple choice examination will test your understanding in the syllabus. It is administered through Prometric testing centers.

Incident Management, Problem Management and KT Process



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