Gain an ITIL-centric skillset that will help you reduce operating costs, slash incident investigation time & overcome project failures

Thinking
DIMENSIONS
G L O B A L
Management Consulting

KF KEPNERandFOURIE

# ROOT CAUSE ANALYSIS TRAINING FOR IT PROFESSIONALS (IT-RCA)

FIX INCIDENTS QUICKLY, ACCURATELY AND PERMANENTLY, FIRST TIME EVERY TIME!

Root Cause Analysis helps avoid unnecessary and expensive "Trial & Error" fixes by using a step-by-step critical thinking approach to identify, analyse, resolve and prevent incidents. Due to the highly specialised disciplines in Infrastructure, Database Management, Networking, Security/Risk, Development and Design, IT professionals often lack a common skillset across their silos to solve incidents and problems effectively.

Root Cause Analysis applies to all IT disciplines and is most effective in bringing all these varied skills together with a common process and language to resolve incidents. The KEPNERandFOURIE™ skillset shared during this training goes hand in hand with Problem Management initiatives utilising Problem Managers, Project Managers and Service Delivery Managers as the key to results generation. These skills are quickly applied to incidents, problems and projects in the workplace and results are measured in time, cost and quality metrics.

IT Professionals will be trained in the use of the KEPNERandFOURIE™ methodology. This skillset will enable them to find the correct starting point for incident and problem investigations. Attendees will be taught how to ask a series of nine critical questions across four dimensions. This is amplified by creating contrasting information to look at what the problem "IS" and what it could have been, "BUT (is) NOT". By combining factual data, intuition and experience, a very strong realisation of what is "missing" emerges.

Global Certification Available

Our Presence

EMEA

Americas

Asia Pacific
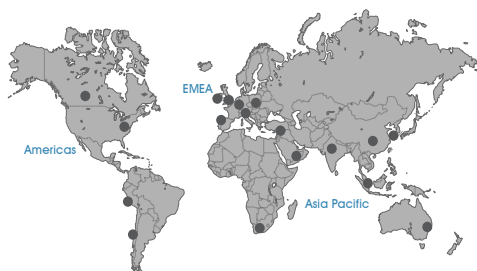
Need more info?
Contact us at:

www.thinkingdimensions.com

"The leading and most competitive organisation of the future is the one that trained its workforce in a common problem solving process.

Harvard Business Review

Think. Process. Perform.

DECISION MAKING
is the foundation of
PERFORMANCE

> "The basis of this approach is PROCESS. Process combined with the correct information sources around the table, make for a powerful combination solving the most vexing or seemingly impossible incident/problem situations."

SOLVE IT – New Textbook by KEPNERandFOURIE ™ on Incident Investigations

WORKSHOP DETAIL

Effective Incident Resolution depends on Three Critical Skills:
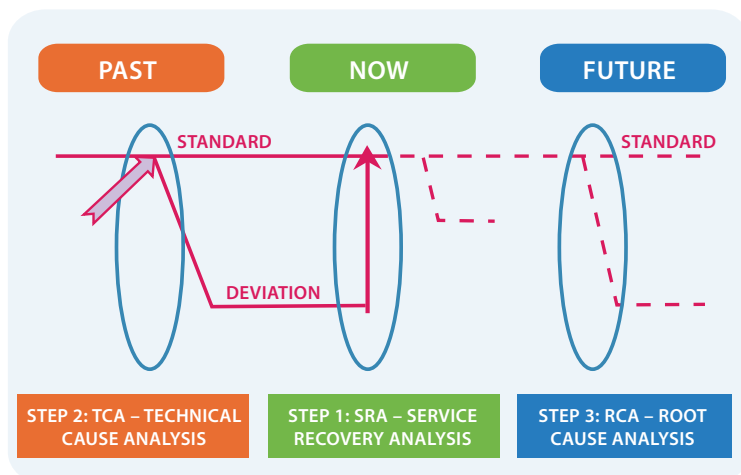
SRA: Service Recovery Analysis:
Learning how to use effective recovery tools to restore a disrupted service.

TCA: Technical Cause Analysis:
Learning the tools and techniques of how to find the technical reason for an incident.

RCA: Root Cause Analysis:
Learning how to further analyze the Technical Cause to arrive at the correct Root Cause with the appropriate corrective actions.

PAST | NOW | FUTURE

STANDARD — DEVIATION — STANDARD

STEP 2: TCA – TECHNICAL CAUSE ANALYSIS | STEP 1: SRA – SERVICE RECOVERY ANALYSIS | STEP 3: RCA – ROOT CAUSE ANALYSIS

Complex/vague problem -Determine the correct focus
ThinkingWise

Technical/performance problem - Find true cause(s)
CauseWise

List of problems -Determine priority
PriorityWise

Potential risk - Protect a plan
RiskWise

Action required - find best solution
SolutionWise

1: PriorityWise – Identifying the core issues and then prioritising them.

2: CauseWise – Identifying the technical and root cause of an incident/problem.

3: SolutionWise – The unique Max4™ solution finding process help investigators generate immediate solutions for incident situations and also for permanent solutions to Problem Situations.

4. RiskWise – An effective way to identify "blind spots" that can cause security issues, roll backs and poor implementation

WHO SHOULD ATTEND:

All mid to senior level IT management, project managers SME's and key support staff. This in depth program will provide them with a structured, investigative thinking process and a set of interrogative questions for effective cross-silo collaboration.