

IT CSI CONSULTING FOCUS



Decreased Productivity & Increased Costs are mostly the result of high levels of rework and excessive downtime situations



Re-work is the result of the factors below



Excessive down-time is the result of the factors below



Unplanned Roll backs

Revisit decisions

Recurring incidents

Security & Risk issues

Long Incident Investigation cycle times

Escalating Decisions & Incidents

Effective Incident Investigation [*itRCA*™] & Solution Finding (Max4™) strategies will ensure that all six factors are addressed effectively by solving incidents and problems quickly, accurately and permanently.