

# Root Cause Analysis Training for IT Professionals

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

*"The leading & most competitive organization of the future is the one that trained its workforce in a common problem solving process."*  
- Harvard Business Review

## Fix Incidents Quickly, Accurately, & Permanently, the 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, analyze, resolve and prevent incidents. Due to the highly specialized disciplines in Infrastructure, Database Management, Networking, Security/Risk, Development and Design, IT professionals often lack a common skill set 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™ skill set shared during this training goes hand in hand with Problem Management initiatives utilizing 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 skill set 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 realization of what is "missing" emerges.

## WHO SHOULD ATTEND

*This in depth program will provide the following groups with a structured, investigative thinking process and a set of interrogative questions for effective cross-silo collaboration:*

- All mid to senior level IT management
- Project Managers
- SME's
- Key Support Staff



## CONTENTS

*Effective Incident Resolution depends on 3 Critical Skills:*



- **SRA: Service Recovery Analysis**  
Learning how to use effective recovery tools to restore a disruptive 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

## PROCESSES

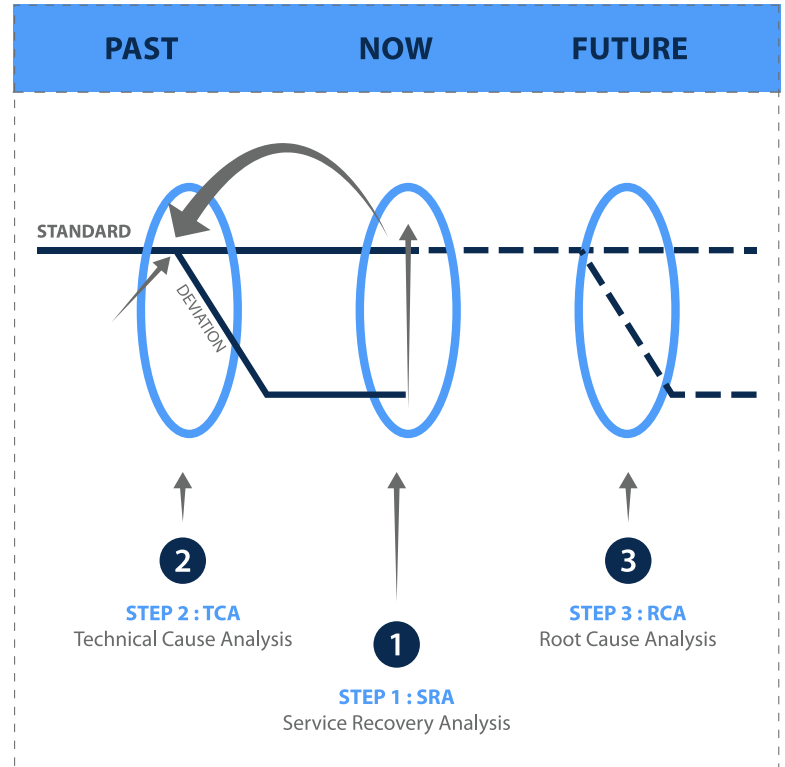
*The following thinking approaches will be covered:*



1. **PriorityWise**  
Identifying the core issues and then prioritizing 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.
2. **RiskWise**  
An effective way to identify "blind spots" that can cause security issues, roll backs and poor implementation.

Global  
Certification  
Available

*"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 by KEPNERandFOURIE™



## CONTACT US

For more information, please contact:



**Bill Dunn** USA East Coast [billdunn@thinkingdimensions.com](mailto:billdunn@thinkingdimensions.com)  
**Robin Borough** USA West Coast [robin@thinkingdimensionsassociation.com](mailto:robin@thinkingdimensionsassociation.com)  
**John Hudson** United Kingdom [john@thinkingdimensions.com](mailto:john@thinkingdimensions.com)  
**Adriaan du Plessis** Africa [adriaan@thinkingdimensions.co.za](mailto:adriaan@thinkingdimensions.co.za)  
**Andrew Sauter** ANZ [andrew@thinkingdimensions.com.au](mailto:andrew@thinkingdimensions.com.au)  
**Steven Loo** APAC [sloo@thinkingdimensions.com.sg](mailto:sloo@thinkingdimensions.com.sg)  
**Matthys Fourie** Global [mat-thys@thinkingdimensions.com](mailto:mat-thys@thinkingdimensions.com)  
**Jay Jayshankar** India [jay@thinkingdimensionsindia.com](mailto:jay@thinkingdimensionsindia.com)

*Thinking Dimensions is a global consultancy that assists clients in resolving strategic and operational issues. We bring proven decision making methodologies to assist clients battling growth, cost, and security challenges. Our process driven KEPNERandFOURIE™ thinking technologies guide the development of effective corporate strategies, operational improvements, and ITRCA solutions. All of our solutions recognize the decision making is the foundation of performance.*