

### WHAT IT IS



*Imagine if you could identify the reason an incident occurred by asking just 5 questions? (And they are not the 5 WHys?)*

Incident restoration is all about being super effective with minimalistic data. The most successful incident investigators are better at asking the right questions to the right person to get the right answers. How do they do that?

They ensure they are getting the following right, which is the key to their success:

- Identifying the CORRECT FAULT – This is easier said than. History indicates that investigation teams are getting this wrong in more than 90% of cases.
- Asking the RIGHT QUESTION from the right SMEs to get the right answer! Simply asking the right person our uniquely structured and worked questions will deliver the right answer!

This is done through the use of templates and questions that will leverage what you already know within minutes of the incident. The “margin of excellence” however, is found in the investigator who understands and appreciates the usefulness of these tools and templates in a structured questioning environment and willingness to apply it – at every opportunity.

We will demonstrate, learn and apply these tools/templates with its unique questions during a one-day intensive workshop and address the all too familiar challenges for today’s “real time” pressured incident environments.

### CONTENTS

*Utilize the KEPNERandFOURIE® thinking processes and templates to:*

- Identify the correct factual fault successfully with appropriate SME
- Perform incident triage quickly and correctly
- Quickly identify the unique characteristics of the fault
- Identify the most appropriate and correct information sources (SMEs)
- Identify the technical event that triggered the incident
- Identify and logically test SME intuition that would explain the incident’s unique characteristics
- Identify a consensus restoration strategy that would meet all the requirements listed

### ANTICIPATED OUTPUTS



*What you would acquire in this day!*

- The realization that even a complex incident can be reduced to one OBJECT and one FAULT
- A well proven and tested “FAULT DRILL” that would stand the test of any incident and bridge situation.
- Remove the difficulty teams have in understanding what is happening and reach the correct starting point quickly and efficiently
- Instill a clear and seamless handover of data between Incident Management, Problem Management and Change Management
- The absolute importance of asking the “right question from the right person to get to the right factual data”.
- The realization that you do not need a large amount of data to restore an incident (“Less is more” as long as it is factual)
- The understanding that there is a major difference between “TECHNICAL CAUSE & ROOT CAUSE” and that this single fact is the difference between success and failure.

### UNIQUENESS DIMENSIONS

- Users?
- Location
- Timing
- Frequency
- Pattern
- Process sequence
- Job sequence
- Size

**ASK HOW  
TO BECOME  
A CERTIFIED  
TRAINING  
AFFILIATE!**

## FACILITATOR

Mat-thys Fourie

Dr. Mat-thys Fourie is currently chairman of Thinking Dimensions Global and Managing Director of Thinking Dimensions USA and Thinking Dimensions Singapore and still works selectively with some of his clients. He is also co-author and co-designer of the KEPNERandFOURIE® methodologies.



## WHAT OUR CLIENTS ARE SAYING

*About the Rapid Incident Restoration approach!*



*"Who would have thought that finding the correct 'fault' is the absolute centrifugal point of incident restoration?"*

– CTO Global Investment Bank

*"This approach has given me the confidence to get the right people on the bridge and to extract the factual data effortlessly."*

– MIM for Local Insurance Company in Sydney

*"Exceptional – you busted all the 'myths' I had to live with for a long time! Now I go for less people on the bridge, less data as long as it is factual and an insane focus on getting the correct fault from the outset."*

– VP-Infrastructure Medical Devices Manufacturer

*"So simple that nobody is even entertaining the idea of finding the Object & Fault and yet this is the 'Holy Grail' to success."*

– Problem Manager for a NSW Government Agency

## IN-HOUSE OPTIONS



One of the more popular vehicles for assessing the tangible benefits of the KEPNERandFOURIE rapid incident restoration approach is to deliver on-site training and on-the-job coaching. Bringing a workshop in-house gives you the opportunity for maximum customization and immediate return on investment (ROI).

This approach addresses your unique challenges and provides for a more personal learning experience as more than 50% of the workshop is spent on your company issues. Participants would address their own concerns at the workshop with facilitator feedback to improve performance even further.

For more information, please contact [mat-thys@thinkingdimensions.com](mailto:mat-thys@thinkingdimensions.com).

## TOP 5 REASONS TO INVEST IN THIS WORKSHOP

1. Develop highly effective workaround & restoration actions – Reduce MTR by at least 55%
2. Reduce escalations by at least 60%
3. Eliminate wasteful "trial & error" practices. First time successful restoration attempts increase by at least 250%
4. Replace general "Health Check" approaches in favor of specific non-blame fixing fact finding assignments.
5. THIS APPROACH WORKS with any level of complexity and gives the incident investigator the confidence they need.

KEPNERandFOURIE® Thinking Technologies traces its origins back to 1997. It was then that Dr. Chuck Kepner & Dr. Matt Fourie collaborated on the design and delivery of root cause analysis approaches for IT Professionals to some of the leading companies in the world. IT Houses that required – better, faster and more flexible techniques to improve up time performance.

*For more information, please go to:*

[www.thinkingdimensions.com/practices/itcsi](http://www.thinkingdimensions.com/practices/itcsi)