Problem Solving for Service Management - Including Exam

Duration: 2 Days   Course Code: KF

Overview:

Systematic problem solving is one of the essential skills that organizations look for these days. The confident professionals who know how to approach an incident and solve it the "first time every time" are in highest demand. They are the professionals who set new standards in innovation and creativity. The learning path of these people keeps growing and enables them to succeed both personally and professionally. Systematic problem solving applies to all IT disciplines and brings all the skills of different disciples together with a standard process and language to resolve incidents and avoid "trial and error" attempts. The KEPNERandFOURIE® methodology shared during this course goes hand in hand with Incident and Problem Management. This foundation course will enable you to utilize the KEPNERandFOURIE® methodology effectively. The methodology will enable you to find the correct starting point for investigation, identify the core issues in problem situations, determine the actual cause of an incident, and deliver the right solutions. The course will introduce you to a series of situation-specific 'can' critical questions that will help you generate mutually agreed solutions for everyday and unique IT problem situations.
In addition to the knowledge of the concepts, combining factual data, intuition, and experience is critical for successful problem-solving practices. It helps you to do a powerful realization of what is 'missing.

Target Audience:

Process ManagersProcess PractitionersLine ManagersProblem Solvers/Incident ManagersAnyone working in an Agile or DevOps team

Objectives:

- **At the end of this course, you will be able to:**

- Generate and identify the core issues represented in any Incident Situation.

- Generate an accurate Problem Statement, which would enable the investigator to address the correct incident situation.

- Use a set of questions to gather the relevant incident information to serve as the basis for a systematic analysis and verification of a cause.

- Identify and verify the correct technical cause with its root cause.

- Develop solutions for cause removal and solve seemingly unsolvable issues in an incident/problem situation.

- Identify risks represented in an action or decision/plan to be implemented.

- Utilize tools to improve collaboration across silos and virtual collaboration across time zones.

Prerequisites:

Not Applicable.

Testing and Certification

Students get a voucher, to book for the exam at IPPS (Institute of Professional Problem Solvers). The exam voucher is included in the course list price.

- Exam format: online
- Exam duration: 60 minutes
- # of questions: 40, simple multiple choice
- Passgrade: 65%

Content:

Module 1: Course Introduction

Module 2: KEPNERandFOURIE® Fundamentals

- Meaning of Process Thinking
- The Three Skill Sets
- KEPNERandFOURIE® Model
- Levels of Problem Solving

Module 3: PriorityWise

- State the Situation
- List Issues, Challenges
- Execute Prioritization
- Plan of Action

Module 4: CauseWise

- State the Incident
- List Incident Detail
- Generate Causes
- Confirm Technical Cause (Testing Technical Cause, Verify Probable Cause)

Module 5: SolutionWise Max4TM

- State the Purpose
- Identify Solution Requirements (Stakeholder Analysis, Key Requirements)
- Generate ; Evaluate Actions
- Develop the Solution

Module 6: RiskWise

- State the Situation
- Identify Potential Problems (Risk Area Analysis, Potential Problems)
- Plan Protection (Likely Reasons, Avoiding Actions, Contingent Actions)
- Develop Action Plan

Additional Information:

Please bring your laptop or tablet with you since the coursematerials are in digital form.

Further Information:

For More information, or to book your course, please call us on Head Office Tel.: +974 40316639

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