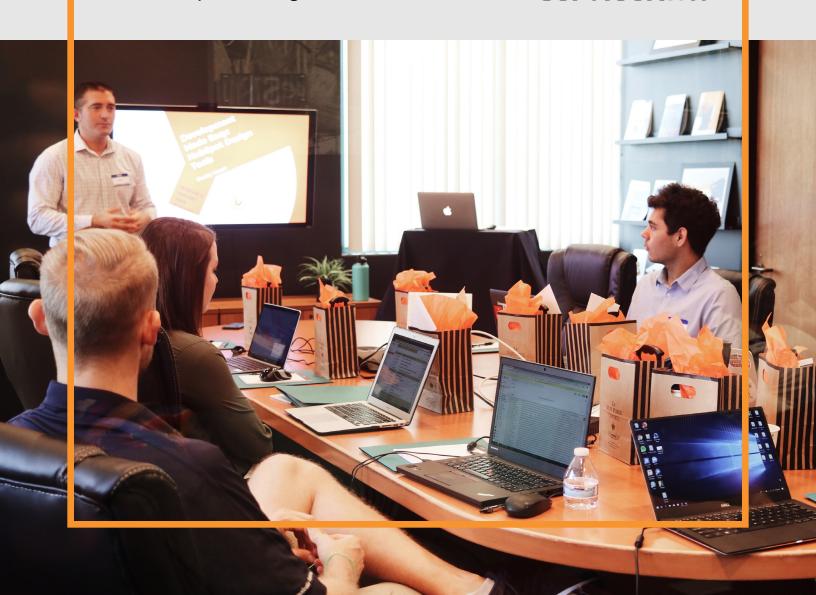# Kepner Tregoe

PROBLEM MANAGEMENT FOR SERVICE NOW

www.kepner-tregoe.com

servicenow

Deepen your expertise in problem identification and problem resolution with Kepner-Tregoe's Advanced Problem Management for ServiceNow workshop. Using the Kepner-Tregoe app for ServiceNow, this training will significantly improve your problem management expertise, whether you are just beginning or are a troubleshooting expert. KT's Advanced Problem Management workshop for ServiceNow is built upon KT's time-tested Clear Thinking process to provide troubleshooters with the tools they need to take their knowledge—and careers to the next level.

Key Benefits

Leverage Kepner-Tregoe's time-tested, proven approach to problem solving, which has helped thousands of global companies dramatically improve their performance.

Reduce Mean-Time-to-Resolution and improve customer satisfaction with highly effective problem management processes.

Learn a set of high-quality skills to effectively analyze and drive the resolution of customer issues.

You will learn to...

Use a structured, critical thinking approach to analyze problems, select the best fix and proactively avoid problems.

Systematically clarify and prioritize problems through KT's Situation Appraisal and effective questioning.

Clearly describe a problem and gather the most relevant data.

Use a strategic approach to problem solving based on problem type, e.g. start-up and recurring problems.

Use succinct and effective stakeholder communication and resource management throughout the problem or incident life-cycle.

Reduce service costs and unnecessary spare part usage.

Required: The KT ServiceNow app for ServiceNow.

Audience: Ideal for service desk staff, quality managers, analysts, problem and incident managers, auditors, technicians, engineers and others responsible for resolution of critical incidents and problems.

View Course Details

Americas | Europe | Asia-Pacific | Japan