# Kepner Tregoe

# TROUBLESHOOTING FOUNDATIONS

www.kepner-tregoe.com

Learn the fundamentals of Kepner-Tregoe's troubleshooting approach. This is an introductory course to learn how to follow a systematic process of problem solving when responding to ITSM incidents and problems. Master the basics to ensure that effective help is provided when handling customer questions and most importantly, that products and services are "up". This program is for individuals who work in troubleshooting and customer support environments who want to improve the quality of their contributions to incidents and problem resolution.

## 💎 Key Benefits

Demonstrate best practice in core troubleshooting skills.

Develop a consistent approach and structure for handling incidents and problems.

Develop quality problem statements.

Improve the quality of escalations and hand-overs for accelerated problem resolution.

Take charge of the situation by optimizing involvement of resources.

## 📖 You will learn to...

Use the terminology, structure and concepts of KT's core troubleshooting techniques.

Support the analysis of incidents and problems with structured, critical thinking.

Clarify available information, assess the impact and prioritize what to work on first.

Create a clear problem description and quickly gather key information to get to root cause.

**Audience:** Frontline support, service/help desk analysts, incident/problem managers, call center team leaders, subject matter experts and other early adopters of troubleshooting best practices.

## View Course Details

### Americas | Europe | Asia-Pacific | Japan

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