

# PROBLEM MANAGEMENT

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Kepner-Tregoe's Problem Management workshop provides a time-tested, systematic approach to help resolve technical and IT issues and get to root cause fast. Our best practice ITIL®-recognized troubleshooting methodology helps minimize negative business impact and increase IT stability. This is accomplished by reducing time-to-resolution through efficient data gathering and analysis, objective-driven resolution, and successful implementation for rapid recovery.



## Key Benefits

Drives a high quality and consistent troubleshooting process.

Gets you to the root cause of problems faster.

Enables your team to think and communicate clearly and confidently under pressure.

Eliminates trial-and-error behavior, waste and loss of key data.

Creates a seamless information flow and knowledge sharing.

Ensures that everyone speaks the same "problem solving language".



## You will learn to...

Use a structured, critical thinking approach to analyze problems, get to root cause and select the best fix or workaround to proactively avoid problems.

Systematically clarify and prioritize problems.

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.

Know how to capitalize by making thinking visible.

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

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

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