Kepner-Tregoe

Course Syllabus

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Kepner-Tregoe

What ITIL® really provides is a high level framework and clear set of definitions around terminology which is very useful. But what ITIL® does not provide is the mechanics and 'how to' get from A to B and that's really where the Kepner-Tregoe process comes in. It helps you to actually manage and execute those processes.

Background

Kepner-Tregoe, is one of the leading troubleshooting companies in the world with more than half a century of experience in improving process performance for customer service and support. The Kepner-Tregoe problem analysis method is recommended as a best practice in the official ITIL® Service Operation publication. For more than 50 years, Kepner-Tregoe has used its breakthrough methodology to maximize service performance at global organizations including NASA, IBM, Sun Microsystems, RIM and Siemens.

Value Kepner-Tregoe® has delivered

- Increasing Customer Satisfaction to +90% (e.g. Blackberry/RIM, IBM Rational, Siemens)
- Reduce Mean-Time-To-Resolution by up to 50% (e.g. SUN, Blackberry/RIM, IBM Rational, DELL)
- Reduce backlog by up to 60%
- Improve first-time-fix-rate by up to 40%
- Other case studies: Apollo 13, BlackBerry outage

Problem management, Incident Management are parts of ITIL® intermediate modules Service Operation-SO (for Lifecycle stream) and OSA (for Capability stream). The audience for the proposed Kepner-Tregoe Foundation course will primarily be a part of this ITIL® group.

Kepner-Tregoe® Foundation Course: gateway to service excellence

The two-day course will develop the core critical thinking skills of Situation Appraisal, Problem Analysis, Decision Analysis and Potential Problem Analysis, and ensure that participants understand how these skills can be applied for troubleshooting, independent of underlying technologies.

This two-day course will present a systematic approach to troubleshooting and resolving customer issues faster and more effectively for improved customer satisfaction. It provides the learner with structured critical thinking techniques to make better decisions and proactively analyze and avoid problems.

This course is accredited by Kepner-Tregoe, experts in organizational issue resolution, and leads to Kepner-Tregoe Foundation certification. The objective is to introduce participants to deliver high quality and consistency in customer support.

Participants will learn the basic concepts of problem and incident management developed by Kepner-Tregoe and best practices used by customer service and support organizations around the world to improve process performance.

Certification

Participants who complete the accredited two-day Kepner-Tregoe Foundation course are eligible to take the certification exam, consisting of 40 multiple-choice questions that test candidates' understanding of the contents of the course syllabus.

The closed-book exam is 60 minutes in duration. Non-native English speakers will have up to 90 minutes to complete the exam and are allowed to use a dictionary. The passing grade is 70% – 28 correct answers out of 40. Successful candidates will receive Kepner-Tregoe Foundation Certification by Kepner-Tregoe and ITpreneurs.

Start your journey to ace troubleshooting with Kepner‑Tregoe Foundation training: Trainee's perspective on this!

Advanced Kepner-Tregoe Workshop for Problem and Incident Management

Further training in the Kepner-Tregoe approach to customer issue troubleshooting and resolution is offered in a two-day Advanced Workshop. The workshop is designed to enable participants to apply the concepts learned in the Kepner-Tregoe Foundation course, which is a pre-requisite for attending.

The workshop is ideal for anyone who requires a deeper understanding of Kepner-Tregoe methodology in order to apply it in their daily roles to enhance Incident and Problem Management performance, and is well-suited to Problem Managers and Incident Managers.

Cited as best practice by ITIL®

The Kepner-Tregoe methodology taught in the Foundation course is recommended by ITIL® as a best practice for problem analysis in the official Service Operation publication. A thorough examination of the Kepner-Tregoe Problem Analysis method, a step-by-step process of problem solving, is central to the course. The four fundamental Kepner-Tregoe processes (Situation Appraisal, Problem Analysis, Decision Analysis and Potential Problem Analysis) covered in the course enable professionals to apply a common step-by-step approach to troubleshooting.

Kepner-Tregoe® Course Benefits

- Introduces critical thinking techniques to facilitate effective troubleshooting
- Trains in an industry best practice recommended by ITIL
- Official certification by Kepner-Tregoe – one of the world's leading troubleshooting companies
- Builds a 'tiger' team that speaks the same troubleshooting language while working cooperatively on a problem
- Pre-requisite to attend Advanced Kepner-Tregoe workshop

The Four Fundamental Kepner-Tregoe Processes

Situation Appraisal (SA) Objective: Clarify and prioritize situation	Problem Analysis (PA) Objective: Identify root cause	Decision Analysis (DA) Objective: Select best fix	Potential Problem Analysis (PPA) Objective: Avoid future problems
SA is used to seperate, clarify and prioritize concerns. When confusion is mounting, the correct approach is unclear, or priorities overwhelm plans, Situation Appraisal is the tool of choice.	When people, systems, or processes are not performing as expected, PA points to the relevant information and leads the way to the root cause. This promotes rapid and accurate issue resolution.	When the path ahead is not clear, when there are too many choices, or the risk of making the wrong choice great, DA clarifies the purpose and balances risks and benefits to arrive at a solid choice.	When a project simply must go well, risk is high, or a myriad of things could go wrong, Potential Problem Analysis reveals the driving factors and identifies ways to lower risk.

Note: This training is offered through one of our partner, ITpreneurs.