

# MAJOR INCIDENT MANAGEMENT

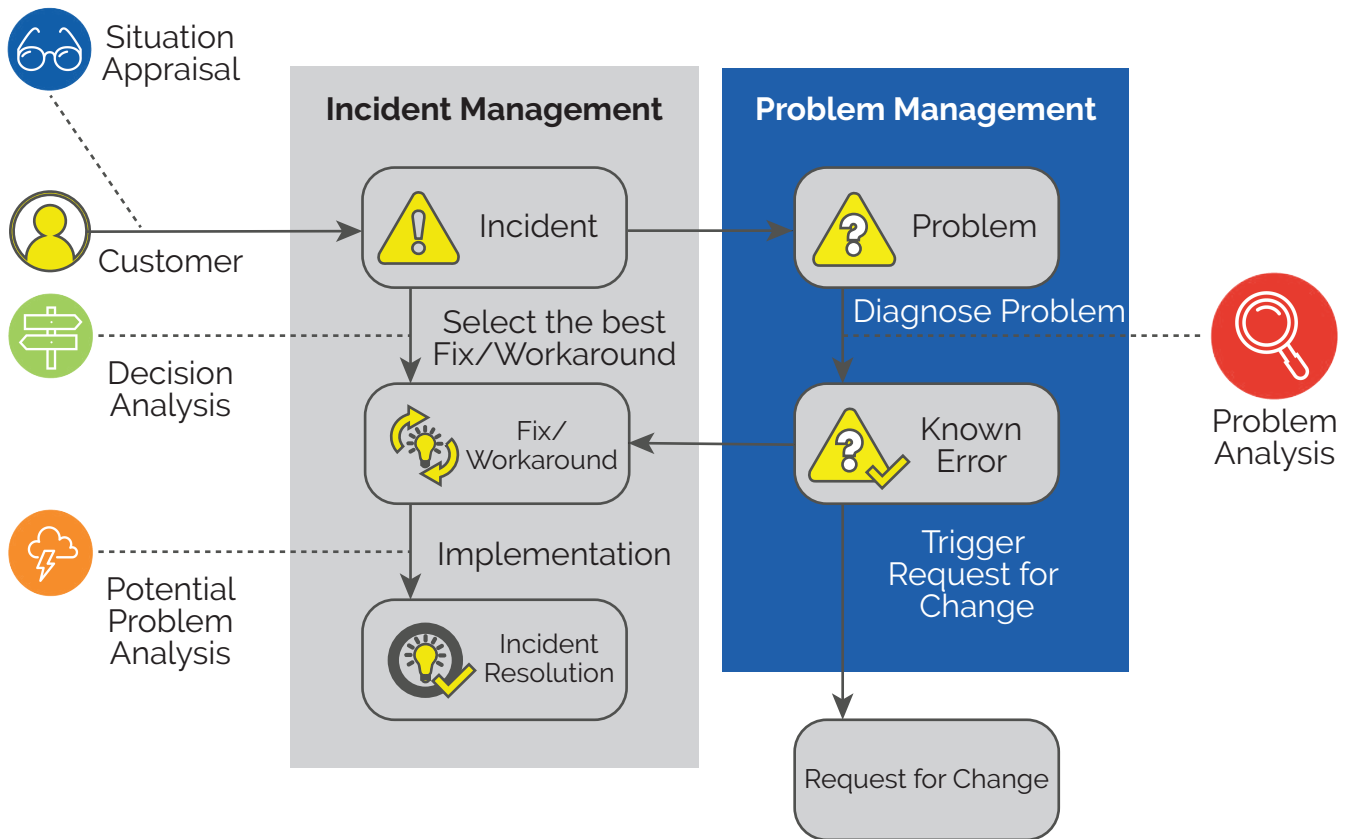
[www.kepner-tregoe.com](http://www.kepner-tregoe.com)



*Challenges. Opportunities. Results*

**SPEED is vital, and ACCURACY is critical.**

Critical incidents are rarely simple. The key to maximising service performance effectiveness and efficiency lies in improving the underlying quality and consistency of troubleshooting. Kepner-Tregoe's approach is ITIL-recognised, industry best-practice for handling customer issues and managing problems. We help you to restore service more effectively, while managing risk and communicating confidently under pressure.



**SITUATION APPRAISAL**  
Understand the incident, set priorities, establish a clear service restoration plan



**DECISION ANALYSIS**  
Understand the process to arrive at and make the best decision with the agreement of the incident stakeholders



**PROBLEM ANALYSIS**  
Accelerate incident handling by finding the root cause systematically, quickly and efficiently



**POTENTIAL PROBLEM ANALYSIS**  
Understand how to mitigate risk, and prevent incidents whenever possible.

*“Lasting 60 years with this methodology is a great testimonial in itself.”*

**Yasuo Takahashi**  
Senior Training Specialist  
Akamai Technologies (Technology)

# Standard 3-Day Outline

Hour	Day 1	Day 2	Day 3
0.0		Review Day 1	Review Day 2
0.5	Briefing		
1.0	Discovery	Problem Analysis: Data Gathering	Role Play
1.5	Break	Break	Break
2.0	Discovery	Problem Analysis Case: State & Specify Problem	Problem Analysis: Basic Troubleshooting, Causes from Knowledge & Experience, Test, and Verify
2.5		Debrief	
3.0	Review KT Processes & Restore Workflow	Decision Analysis: Objectives, Measures, Weights	Problem Analysis Case: ID, Test, and Verify
3.5			
4.0	Questioning Skills	Decision Analysis: Case	Debrief
4.5			
5.0	Lunch	Lunch	Lunch
5.5	Situation Appraisal: Concerns, Clarification & Action Statements	Decision Analysis: Making the Best Balanced Choice	Problem Analysis Case: State & Specify Problem
6.0			
6.5	Situation Appraisal: Application	Decision Analysis: Case	Problem Analysis: Advanced Troubleshooting (Distinctions & Changes)
7.0	Situation Appraisal: Set Priority		
7.5	Situation Appraisal: Case	Debrief	Break
8.0	Break	Break	Problem Analysis Case: Distinctions & Changes
8.5	Advanced Priority Setting & Creating Action Plan	Potential Problem Analysis: Protecting Your Solution	Problem Analysis Techniques
9.0	Case		
	Debrief	Debrief	Debrief
	End Day 1 & Plan for Day 2	End Day 2 & Plan for Day 3	Summary and Evaluation

## Key Benefits

- Facilitate the incident resolution process by gathering the most relevant data and driving decisions while managing risk under pressure
- Learn advanced incident management skills to manage end-to-end process of service restoration
- Draw from case studies and real-world situations to provide dynamic learning that goes beyond theory

## You will learn to...

- Increase self-awareness of personal approach to troubleshooting and service restoration
- Enhance troubleshooting capability
- Manage and resolve operational and customer issues more efficiently
- Prioritise daily work and complex job issues
- Have better clarity in thoughts and avoid jumping to conclusions
- Lead the team in the right direction by asking incisive questions that help to isolate the outage and expedite the process of service restoration
- Improve decision-making capability when facing a myriad of options that can take to restore service
- Filter out unnecessary emails, data dumps and screen prints that could be clouding out critical data and information required for service restoration/issue restoration
- Achieve clarity, overcome conflict priorities, establish relationship and consensus through a structured and fact driven process for collaborative decision making
- Trigger additional thoughts around issues that can go wrong with the implementation of actions to be taken to restore service
- Organise the data and information to help the team to focus and facilitate the escalation and/or handover process between teams

## A PROVEN PROCESS TO RESTORE SERVICE QUICKLY AND EFFECTIVELY

Improved incident management is the result of an empowered staff that can assess problems and take actions swiftly, making the right decisions to improve customer service.

Kepner-Tregoe helps you take control by empowering your organisation with high quality, more consistency, and greater speed of incident handling process by improving the underlying quality of troubleshooting.

To ensure you achieve a measurable ROI, we offer a holistic approach that helps to align capability, processes, systems, and metrics.

We enable sustainable performance improvement, supported by the leading enterprise ITSM platform.

### [View Course Details](#)

Contact us at these locations or visit  
[www.kepner-tregoe.com](http://www.kepner-tregoe.com)



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