

Kepner-Tregoe Foundation

Course Summary

Description

The two-day Kepner-Tregoe Foundation course introduces individuals working in trouble shooting environments to a systematic process of problem solving when responding to incidents and problems. This enables individuals to deliver a high level of quality and consistency in customer support. The course equips participants with the knowledge of the terminology, structure and basic concepts of Kepner-Tregoe's problem management and incident management techniques such as *Situation Appraisal*, *Problem Analysis*, *Decision Analysis* and *Potential Problem Analysis*. During the Foundation course, participants will be optimally prepared to take and pass the Kepner-Tregoe Foundation examination. The Foundation course is beneficial to individuals who want to be trained and certified in a best practice commended for Problem Analysis (Kepner Tregoe is referenced as a best practice in the official ITIL Service Operation publication).

Topics

- Introduction to Kepner-Tregoe rational process: Situation Appraisal, Problem Analysis, Decision Analysis and potential problem analysis
- Situation Appraisal- The definition of an incident and a concern. How to "List Threats and Oppordtunities", "Separate and Clarify", "Set Priority", "Plan Next Steps" and the role of questioning in Situation Appraisal
- Problem Analysis- The Kepner-Tregoe definition of a problem. How to "Describe Problem", "Identify Possible Causes", "Evaluate Possible Causes", "Confirm True Cause", explain the role of questioning in Problem Analysis.
- Decision Analysis: The definition of a decision. How to "Clarify Purpose", "Identify Alternatives", Evaluate Alternatives", "Make Decision". The role of questioning in Decision Analysis. How to effectively "present Recommendations" and "Assess Recommendations"
- Potential Problem Analysis- The definition of an action and a plan. How to "Identify Potential Problems", "Identify Likely Causes", "Take Preventive Action", "Plan Contingent Action and Set Triggers". The role of questioning in Potential Problem Analysis.

Audience

The Kepner-Tregoe Foundation course will be of interest to individuals who:

- Want to be certified by Kepner-Tregoe as 'Kepner-Tregoe Foundation certified'
- Seek to attend the two-day Kepner-Tregoe Advanced Workshop to learn to implement the concepts they have gained in the Foundation course to improve Incident Management and Problem Management.
- Typical roles are (but not limited to): roles that provide first—line support, service--deskstaff, Analysts, ProblemManagers, IncidentManagers, Auditors, QualityManagers, Operators, Technicians and Engineers

Prerequisites

There are no prerequisites for this course.

Duration

Two days

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