

## **Kepner-Tregoe® High Severity Incident Management**

### **Course Summary**

#### **Description**

Maximize your approach to troubleshooting with Kepner-Tregoe's High Severity Incident Management workshop. This course is for learners looking to bring higher quality, more consistency, and greater speed to the customer interaction process by improving the underlying quality and consistency of troubleshooting. Our ITIL-recognized approach helps you restore service more effectively, while managing risk and communicating confidently under pressure.

#### **Return on Investment:**

- Decreased Mean Time to Restore
- Reduced variation
- Increased First-Time-Resolution Rate
- Reduced number of escalations
- Improved customer satisfaction
- Greater IT stability and production uptime

#### **Objectives**

By the end of this course, students will be able to:

- Use a consistent, quality process under time-pressure to appraise the situation, analyze the problem and offer a detailed decision analysis "at speed" to drive a structured service restoration under pressure
- Use Advanced Incident Management techniques to manage the "end-to-end" process of service restoration
- Understand the value of visible information. "Dash-boarding" to stay abreast of all issues and diagnostic activities

#### **Topics**

- Lead and facilitate the incident resolution process
- Identify, log, categorize and prioritize incidents through excellent situation appraisal & questioning
- Communicate relevant information to stakeholders throughout the life-cycle of an incident
- Provide sound documentation and follow-up
- Improve the consistency and efficacy of your approach to incident management

#### **Audience**

This course is beneficial for service desk staff, analysts, quality managers, problem and incident managers, auditors, technicians, engineers, and others responsible for customer service and support. Also beneficial for individuals with ITIL® intermediate qualifications in Service Operation (SO) or Operational Support and Analysis (OSA).

#### **Prerequisites**

Prior to taking this course, the Kepner-Tregoe Foundations workshop is required.

#### **Duration**

Two days