



## KEPNER-TREGOE FOUNDATION (PUBLIC TRAINING)

<b>Course No.</b>	<b>PT-Kepner-Tregoe-JBD-Ver1B</b>
<b>Instructor</b>	<b>AAI Instructor</b>
<b>Descriptions</b>	<p>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 course 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.</p> <p>This course is designed also to aggrandize the participants to have effective capability to cope with situation within the increasing complexity of IT systems; this means the course shall lead to effective of selecting and applying the troubleshooting method of the Incident and Problem Management. The Kepner Tregoe® approach to Problem Solving and Decision Making is cited in ITIL V3 to satisfy the needs of Problem Investigation and Diagnosis.</p> <p>During the Foundation course, participants may be required to take and pass the Kepner-Tregoe Foundation examination.</p>
<b>Objectives and Benefits</b>	<p>The Foundation course is beneficial to individuals who want to be trained and certified in a best practice recommended for Problem Analysis (Kepner-Tregoe is referenced as a best practice in the official ITIL® Service Operation publication).</p> <p>This course is very beneficial to individuals who require a basic understanding of the 5 rational processes and how they may be used to enhance the quality of Problem Management and Incident Management within the ITIL® framework within an organization.</p> <p>Using a systematic approach independent of technical expertise, participants can expect to gain knowledge and understanding in the following upon successful completion of the course such as:</p> <ul style="list-style-type: none"> <li>• Establishing a common language in troubleshooting that ensures consistency in customer support in a Service Management environment.</li> <li>• Introducing structured critical thinking techniques to analyze problems, make decisions and proactively avoid problems.</li> <li>• Capability in handling complex issues (Situation Appraisal).</li> <li>• Capability in analyzing problems (Problem Analysis).</li> </ul>



	<ul style="list-style-type: none"> <li>• Capability in making proper decisions (Decision Analysis).</li> <li>• Capability in avoiding future problems (Potential Problem Analysis).</li> </ul> <p>Participants will also:</p> <ul style="list-style-type: none"> <li>• Understand how these skills assist in the delivery of ITIL Incident and Problem Management.</li> <li>• Improve skill participants to manage customer problems and escalations.</li> <li>• Provide managers and engineers with tools to handle issues rationally.</li> <li>• Maximize the process of questioning in problem analysis and decision making more effective.</li> <li>• Give to the participants' techniques for handling complex customer issues.</li> <li>• Provide to the participants with better understanding on how ITSM Problem &amp; Incident Management process fits within our jobs.</li> <li>• Increase the capability in making progress toward resolution of several current customer issues.</li> </ul>
<p><b>Target Audience</b></p>	<p>The course is designed to the participants who want to have foundation knowlege and want to be certified by Kepner-Tregoe as 'Kepner-Tregoe Foundation certified, and further seek to attend the two-day Kepner-Tregoe workshop on how to learn and implement the concepts they have learnt and with the main objective to improve Incident Management and Problem Management.</p> <p>IT professionals will also good to attend; those who are working within an organization that has adopted and adapted ITIL's Problem Management and Incident Management who need to be informed about and thereafter contribute to an ongoing service improvement program. This may include but is not limited to, IT professionals, business managers and business process owners.</p> <p>Typical roles are (but not limited to): roles that provide first-line support, service-desk staff, Analysts, Problem Managers, Incident Managers, Auditors, Quality Managers, Operators, Technicians and Engineers.</p>
<p><b>Duration</b></p>	<p>2 Days</p>
<p><b>Date</b></p>	<p>Please see our schedule or contact AAI office.</p>
<p><b>Place</b></p>	<p>Hotel Sapphire Sky (BSD) or else.</p>
<p><b>Cost</b></p>	<p>Please contact AAI office.</p>



<b>Course Contents and Descriptions</b>	
<b>1. Introduction to Kepner-Tregoe Rational Process</b>	Defining the concept Kepner-Tregoe Five Rational Processes.
<b>2. Situation Appraisal</b>	<p>A systematic process for planning concern resolution comprises of the following steps:</p> <ul style="list-style-type: none"> <li>• To sort out priority concerns</li> <li>• Identify Concerns</li> <li>• Set Priority</li> <li>• Plan Next Steps</li> </ul> <p>Those shall include: the definition of an incident and a concern. How to "List Threats and Opportunities", "Separate and Clarify", and the role of questioning in Situation Appraisal.</p>
<b>3. Problem Analysis</b>	<p>A systematic process for finding the cause of a positive or negative deviation with the objective such as:</p> <ul style="list-style-type: none"> <li>• To avoid jumping to cause</li> <li>• Describe Problem</li> <li>• Identify and Evaluate Possible Causes</li> <li>• Confirm True Cause</li> </ul> <p>Those shall include and shall include 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.</p>
<b>4. Decision Analysis and Potential Problem Analysis</b>	<p>A systematic process for making a choice to balance benefits and risks, which comprises of steps as the followings:</p> <ul style="list-style-type: none"> <li>• Clarify Purpose</li> <li>• Evaluate and Assess Alternatives</li> <li>• Make Decision</li> </ul> <p>Those shall include decision Analysis: The definition of a decision. How to "Clarify Purpose", "Identify Alternatives", "Evaluate Alternatives", and "Make Decision". The role of questioning in Decision Analysis. How to effectively "Present Recommendations" and "Assess Recommendations".</p>
<b>5. How to perform Preventive Problem Analysis</b>	<p>A systematic process for protecting or enhancing actions or plans to avoid reactive action with the main purposes such as:</p> <ul style="list-style-type: none"> <li>• Identify Potential Problems</li> <li>• Identify Likely Causes</li> <li>• Take Preventive Action</li> <li>• Plan Contingent Action and Set Triggers</li> </ul>



<b>6. Kepner-Tregoe and ITIL Problem Management</b>	Mapping the Kepner-Tregoe rational process on the ITIL framework on problem management analysis as related to situational analysis and problem decision making as related to service delivery environment (Information Technology Service Management/ITSM).
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