Advanced Problem Management for ServiceNow®

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Increase IT stability with the world's leading troubleshooting solution powered by the Kepner-Tregoe (KT) Problem Management plug-in

Highly effective Incident and Problem Management processes are more crucial than ever to the stability of IT and keeping customers satisfied.

Kepner-Tregoe's best practice Clear Thinking process has helped hundreds of Fortune 500 companies dramatically improve their performance.

We provide high-performance troubleshooters with a set of common, high-quality skills to effectively analyze and drive the resolution of customer issues.

Start your journey to Advanced Problem Management on the ServiceNow® platform

Foundation

Awareness and Basic Skills
- In-house or virtual training
- KT Problem Management Plug-in activation
- Common understanding and language
- Fundamentals in critical thinking
- Skill focused

Advanced

Results-driven Capability Development
- Advanced training and coaching support
- KT Problem Management Plug-in activation
- Application of KT processes in day-to-day IT operations to drive results
- Maximizing role effectiveness (e.g. Problem, Escalation, Incident Management)
- Capability focused

Expert

Targeted Performance Improvement
- Significant, targeted improvements of Problem (and Incident) Management function
- Business alignment across business processes (using KT PM Plug-in), performance system and KPIs
- Focus on organizational behavior change and cross-functional collaboration
- In-house competence build-up (coaching/facilitation)

Client results delivered

➔ 74% reduction in Mean-Time-to-Resolution

➔ 77% reduction in variation

➔ 40% improved first-time-fix-rate

➔ 50% reduction in backlog

➔ Increased customer satisfaction to +90%
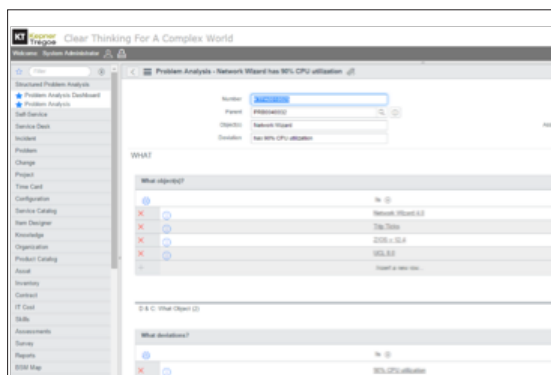
Kepner-Tregoe plug-in, in brief:

➔ Supports Kepner-Tregoe's ITIL®-recognized troubleshooting methodology

➔ Native to the ServiceNow® platform

➔ KT's process and capability solutions enable your Problem Management to significantly reduce recurring incidents and get to root cause faster

➔ Enables consistent problem documentation and the creation of reusable knowledge

➔ Integrated "coaching loops" drive continuous learning and process adoption

➔ Drives adoption and maximizes the ROI of your ServiceNow® implementation

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