

skill development that enables people to succeed

LAB 1: RESTORE

INCIDENT MANAGEMENT

PURPOSE:

Restore safely and quickly



LEARNING PRACTICES:

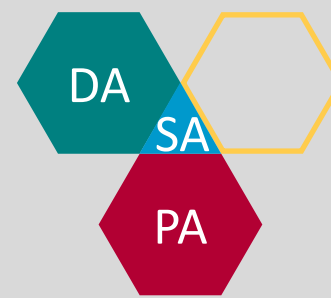
- Manage incidents quickly, in real time, as events unfold
Breakdown the situation into accurate symptoms
Verify the cause and avoid jumping to conclusions (trial and error)
Identify short-term corrective actions

LAB 2: PREVENT

PROBLEM MANAGEMENT

PURPOSE:

Prevent recurring incidents



LEARNING PRACTICES:

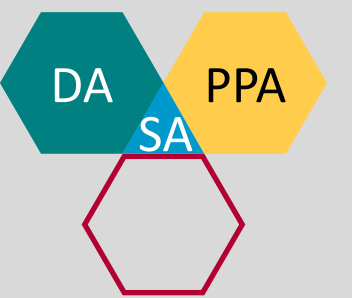
- Understand the situation
Use different data sources to distil a precise problem statement
Avoid getting caught up in the details
Handle blurred patterns
Identify root causes
Recommend permanent corrective

LAB 3: IMPLEMENT

CHANGE MANAGEMENT

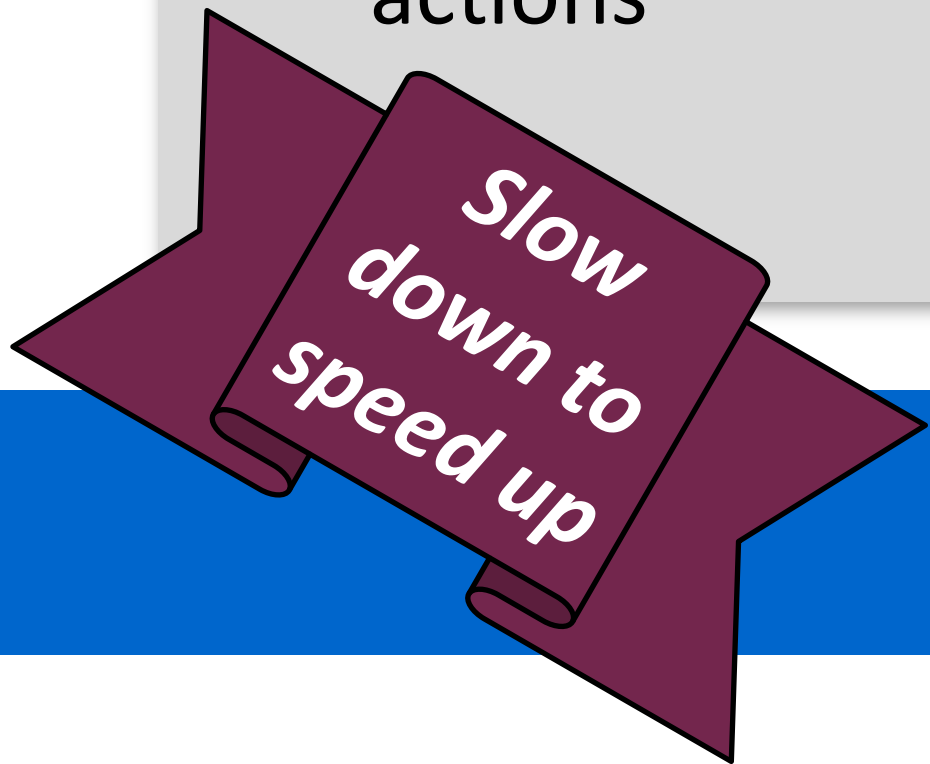
PURPOSE:

Deliver successful changes



LEARNING PRACTICES:

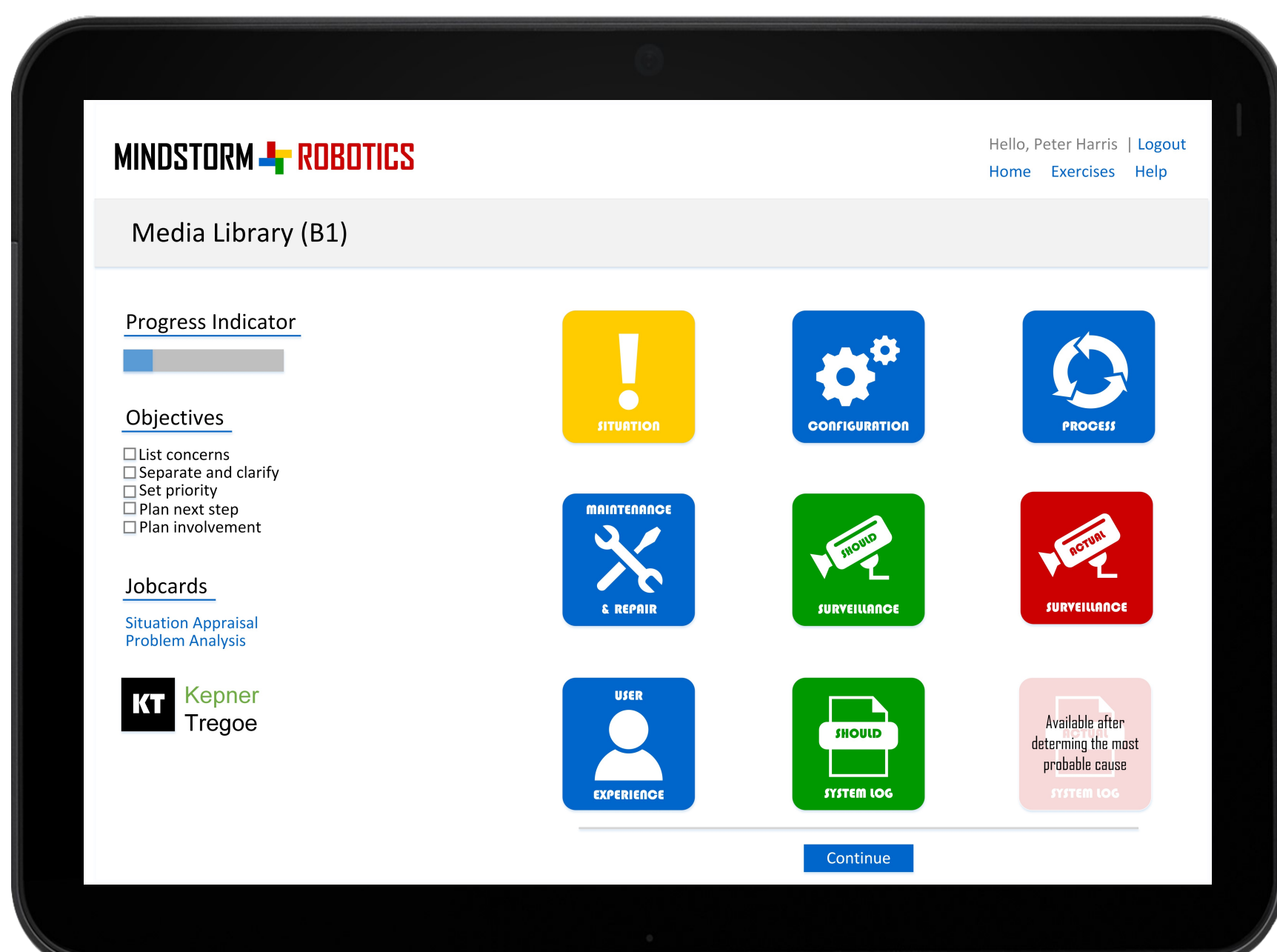
- Identifying criteria that will influence the choice
Evaluate business justification
Identify potential problems and their likely causes
Mitigate risks by taking preventive and contingent actions
Avoid creating problems



an ideal way to practice your critical thinking skills

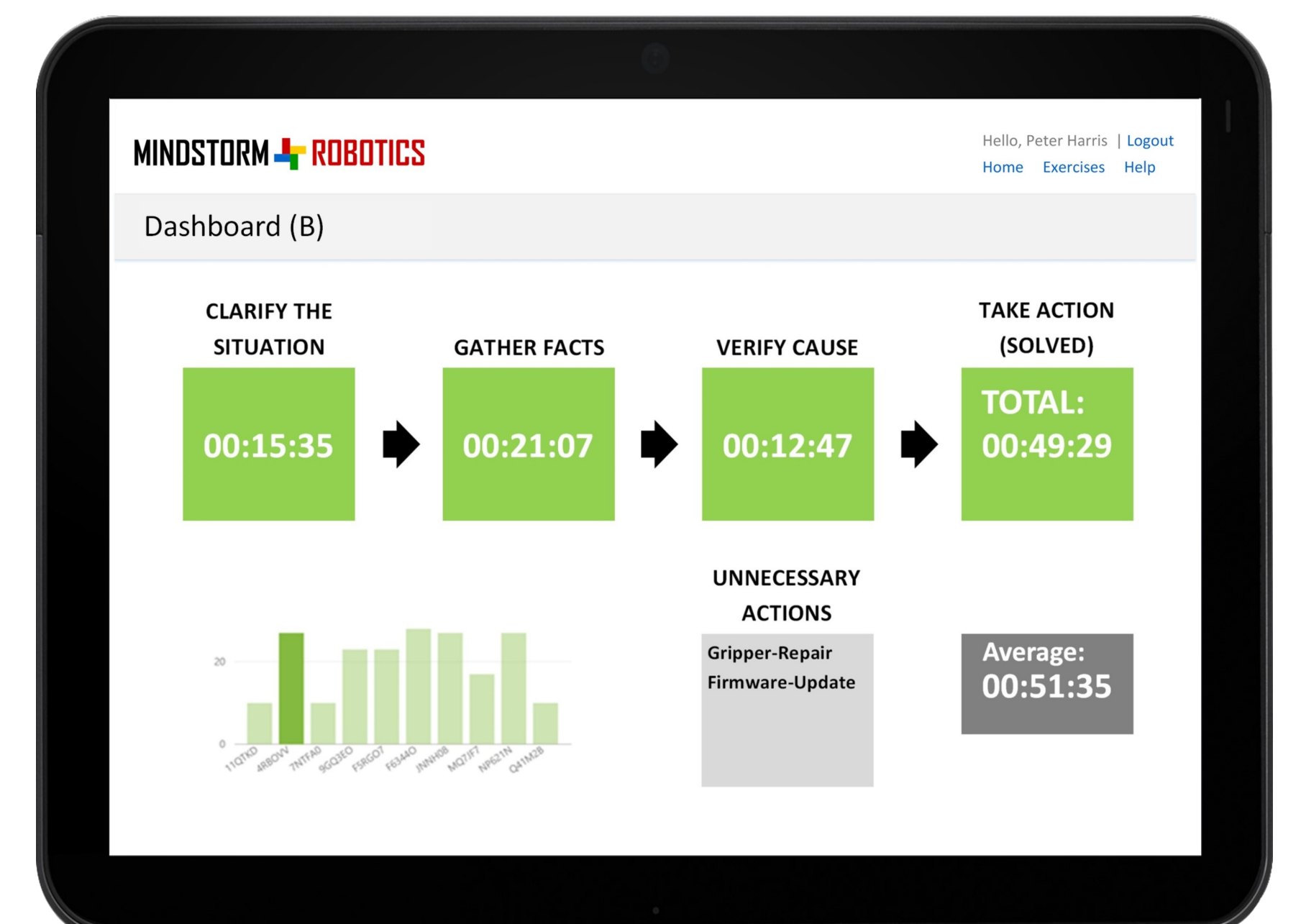


INFO SOURCES



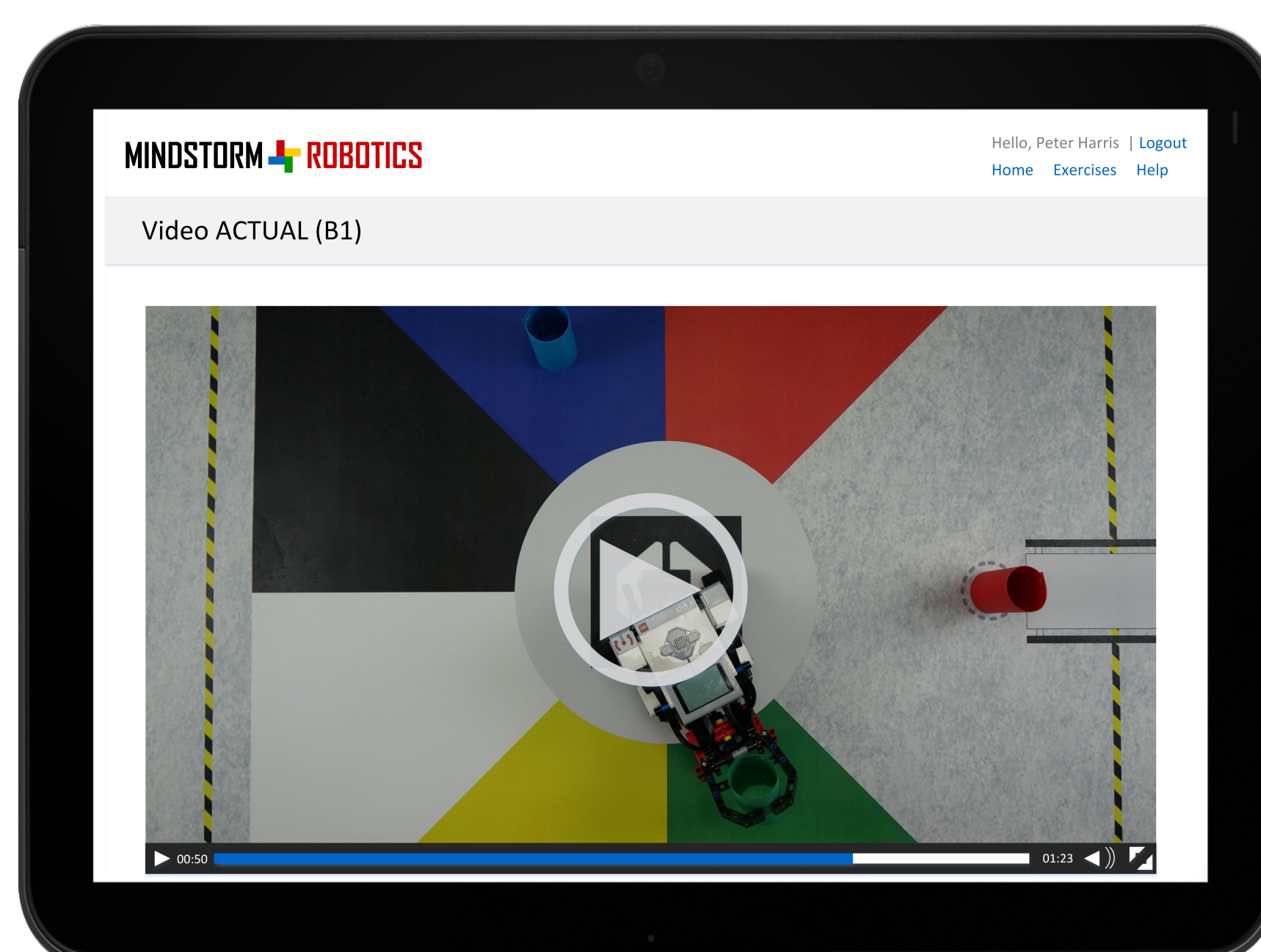
- Drives accurate description of symptoms
Narrow down possible causes BEFORE taking intuitive action
Consequence of actions through updated videos and log files

DASHBOARD



VIDEOS AND ANIMATIONS

- Hardware related faults
Software related faults
Environmental related faults
Single / multiple cause problems
Different levels of difficulty



- 6 scenarios including more than 30 realistic and challenging exercises
Dashboard showing performance KPIs

start filling your processes with quality

For more information please contact your CRM at Kepner-Tregoe or contact@sim4people.com