Kepner Tregoe

Challenges
Opportunities
Results

KT PROBLEM MANAGEMENT

Achieve Breakthrough Service Performance

www.kepner-tregoe.com

The key to maximizing service performance effectiveness and efficiency lies in improving the underlying quality and consistency of troubleshooting. Our Problem Management approach is the ITIL recognized, industry best practice for customer issue handling. Global industry leaders have achieved dramatic performance improvements with KT Problem Management.

Metric	Impact of KT Process	Results achieved (examples)
MTTR	• Higher efficiency and less variation in the approach • Higher first-time-fix	• Reduced MTTR by 74%(High Severity Incident Management/large IT retailer) • Reduced MTTR by 52%(Technical Support/Global HW&SW company)
Variance	• making everyones approach on the team more consistent to avoid crisis	• Reduced variance by 77% (High Severity Incident Management/large IT retailer) • Reduced variation by 60% (Major Incident Management/Professional Services)
Case quality	• Consistent, relevant case documentation on every case with focus on finding cause versus chronology of events	• Improved the quality of escalated incident tickets by 67%(IT Support/Global oil company) • Reduced "poor case quality" from 75% to 23% in 7 months(Technical Support/Global Telco)
Escalations	• More complex problems being solved earlier in the process and at "lower" technical levels • Reduced "collateral damage" from major escalations	• Improved escalation avoidance by 31% (High Severity Incident Management/large IT retail) • Reduced escalation rate by 40%(Technical Support/IT company)
CSAT	• Customers experience a more consistent experience in the interaction with IT support • Less being asked the same question more than once • Less costly trial-and-error cycles for the client/business	• Improved CSAT from 85% to 90% (Technical Support/Global Software company) • Improved CSAT by 24 points in 7 months(Technical Support/Global Telco)
Backlog	• Higher efficiency and less variation in the approach • Higher first-time-fix	• Reduced backlog by 42%(IT Problem Management/Financial Services) • Reduced backlog by 40%(Technical Support/ Global network technology provider)

Value delivered by KT Problem Management

Increased customer experience	Reduced resolution time	Reduced service cost

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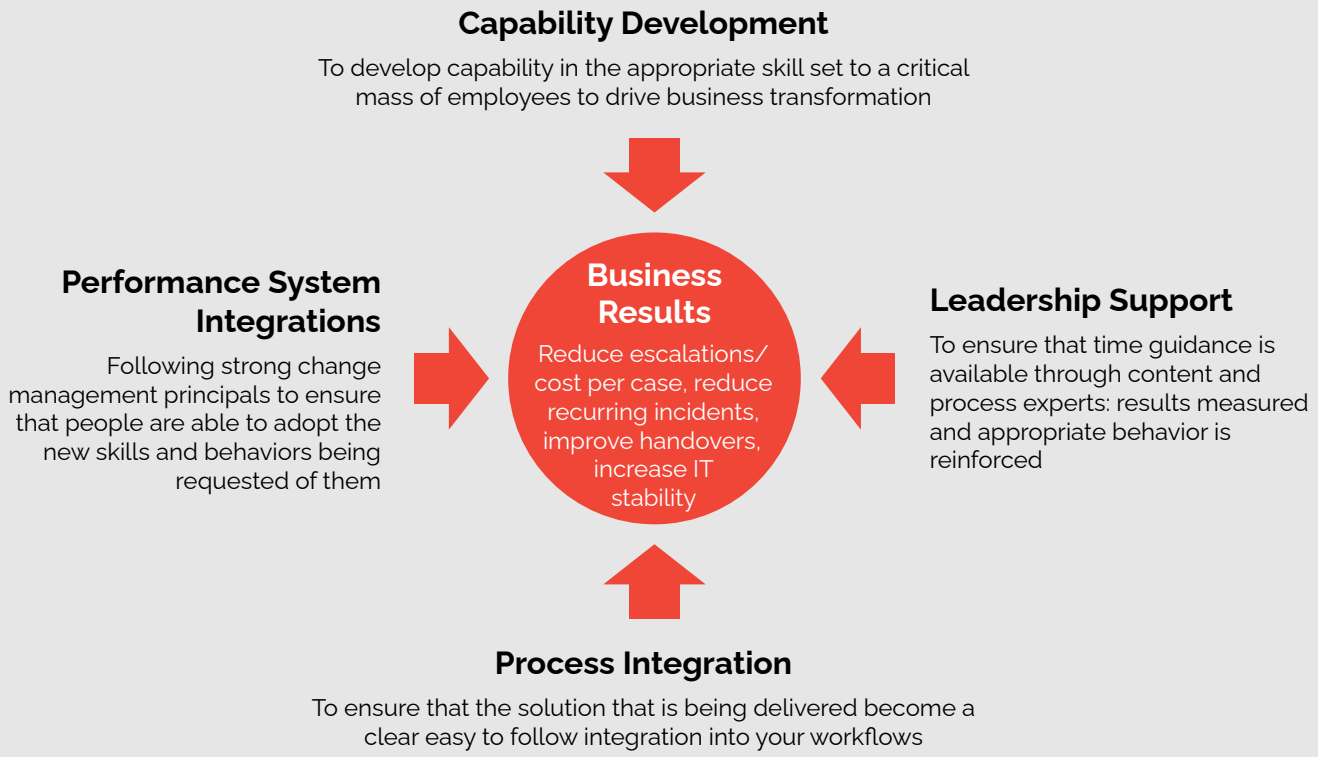
KT Problem Management Engagement Process

Engagement Phases

Phase 1	Understand your service environment
Phase 2	Design modular solutions that will make the most impact
Phase 3	Deliver targeted solutions
Phase 4	Document, analyze and present results
Phase 5	Sustain practices within your organization

Implementation Description

KT Problem Management is both a process improvement and a troubleshooting toolkit – building the four essential aspects of a good quality and inconsistent troubleshooting implementation.



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KT Problem Management Training

What you will learn

The concept of the KT Thinking process: Overview the steps of the KT Rational Process of Situation Appraisal, Problem Analysis, Decision Analysis, and Potential Problem Analysis.

Situation Appraisal

List threats and opportunities, separate and clarify, set priority, plan next steps.

Problem Analysis

Identify possible causes, evaluate possible causes, confirm true cause.

Decision Analysis

Clarify purpose, identify alternatives, evaluate alternatives and make the decision.

Potential Problem Analysis

The definition of an action and a plan. How to identify potential problems, identify likely causes, take preventative action, plan contingent action and set triggers. The role of questioning in potential problem analysis.

Questioning and Listening Skills

Ask open and closed questions and learn to handle answers.

Advanced PA Concepts

How to think beyond the fix and the use of dead time studies.

Implementation and Analysis Techniques

Helps install change initiatives and assess usage potential of situation appraisal and problem analysis.

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KT Problem Management 4-Day Training Outline

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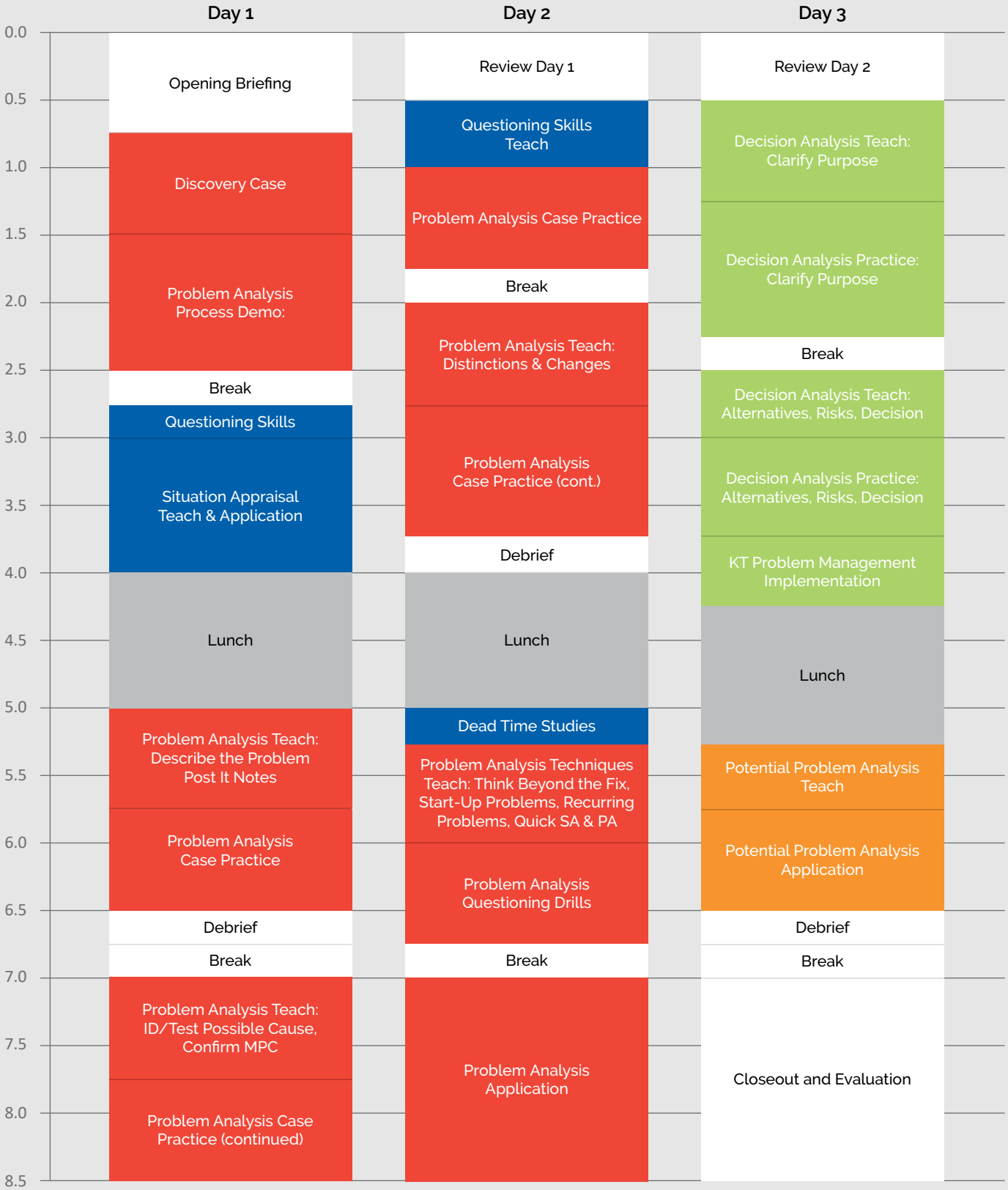
KT Problem Management 3-Day Training Outline



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Key Benefits

- Drives a high quality and consistent troubleshooting process.
- Gets you to the root cause of problems faster.
- Enables your team to think and communicate clearly and confidently under pressure.
- Eliminates trial-and-error behavior, waste, and loss of key data.
- Creates a seamless information flow and knowledge sharing.

You will learn to...

- Use a structured, critical thinking approach to analyze problems.
- Get to root cause and select the best fix or workaround to proactively avoid problems.
- Systematically clarify and prioritize problems.
- Clearly describe a problem and gather the most relevant data.
- Use a strategic approach to problem solving based on problem type, e.g. start-up and recurring problems.
- Know how to capitalize by making thinking visible.
- Ensure succinct and effective stakeholder communication and resource management throughout the problem or problem life-cycle.

ITIL is the most widely adopted framework for IT Service Quality Management. However, it does not provide you the "how to", but rather recommends certain approaches to improving service performance. ITIL recommends Kepner-Tregoe clear thinking processes as a best practice. Through the KT Problem Management approach we can help you implement the ITIL framework, specifically in the Incident and Problem Management areas and help you achieve dramatic performance improvements.

CONTACT US

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