

Thank you for planning to attend the upcoming KT *Problem Management (ITIL)* workshop. This prework has three purposes:

To provide an overview of key concepts and the objectives for the workshop.

To describe what you can do to prepare for the workshop.

(For individuals who will complete the KT Problem Management exam) To provide you with information about the exam, which you can take either at the end of the workshop or at a later time. Additional information about the exam is provided in Section III below.

I. SESSION DESCRIPTION

Kepner-Tregoe Clear Thinking processes provide a logical, systematic problem-solving methodology, including:

* **Situation Appraisal** is the first step in the troubleshooting process—surfacing, clarifying, prioritizing, and planning the resolution of complex customer issues and concerns.
* **Problem Analysis** is a proven approach to gathering, organizing, and analyzing the information required to find and confirm a problem’s root cause(s). To permanently correct a problem, action must be taken to address its *root cause(s)*. A “problem” is defined as a deviation between what SHOULD be happening and what ACTUALLY is happening, for which you do not know the cause. This is illustrated with the following diagram:



* **Decision Analysis** is a systematic process for making a choice. Decision Analysis provides a proven method to balance the benefits and risks of making a choice.
* **Potential Problem Analysis** is a systematic process for protecting actions or plans. Potential Problem Analysis provides a proven method to avoid reactive action.

The primary objective of this workshop is to incorporate a consistent, repeatable process throughout your organization’s problem resolution chain. You will also learn proven tools and techniques for the implementation of KT’s processes into an IT support organization to improve its performance.

(For individuals who will complete the KT Problem Management exam) This workshop will prepare you to take the KT Problem Management exam by equipping you to demonstrate a level of knowledge of the KT processes in an ITIL® Incident and Problem Management environment. Additional information about the exam is provided in Section III below.

II. PREPARATION

In order to participate more effectively in the workshop, read chapters 1 and 2 from *The New Rational Manager.* It can be downloaded using this link:

<http://www.kepner-tregoe.com/training-workshops/prework/problemmanagementprework/>

To maximize the value of the workshop, please read and thoughtfully respond to the following questions.

1. What are current examples where the processes described in Section I would apply? More specifically:

**Situation Appraisal:** Please provide two or three examples of current, complex customer issues (threats or opportunities) that require your direct involvement to resolve.

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**Problem Analysis:** Please provide two or three examples of cause-unknown customer problems that you are either currently analyzing or will/should be in the near future.

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2. From your perspective, what do you consider to be the characteristics or behaviors of an effective problem solver?

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3. What do you see as current opportunities for improving problem solving within your organization?

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To enable you to focus on the subject matter and actively participate in the KT *Problem Management (ITIL)* workshop, please arrange for coverage so you will not be distracted during the session. There will be breaks for phone calls, etc., but we need your attendance for the full period to maximize the positive impact of the KT processes on improving customer satisfaction, reducing average time to resolution, and improving other metrics.

III. KT PROBLEM MANAGEMENT EXAM

NOTE: If you have not already made arrangements to take the KT Problem Management exam, please do so ***immediately***, as those arrangements and payment must be made *prior* to attending the workshop. You can do this by contacting your training administrator, workshop sponsor, or workshop instructor.

The purpose of the KT Problem Management exam is to certify that the candidate has gained knowledge of the terminology, structure, and basic concepts of KT’s Problem Management processes, and has comprehended the processes of Situation Appraisal, Problem Analysis, Decision Analysis, and Potential Problem Analysis that support Problem Management.

The KT Problem Management exam is an exam that is offered two ways:

1. At the end of the workshop or,
2. Using webcam proctoring, taken at a time and place mutually convenient for the candidate and the exam proctors.

Only learners who complete the workshop are eligible to take the certification exam.

The exam consists of 40 multiple-choice questions that test a candidate’s understanding of the contents of the workshop syllabus.

The closed-book exam is 60 minutes in duration. The passing grade is 65%—26 correct answers out of 40. Successful candidates will receive KT Problem Management Certification by Kepner-Tregoe.

IV. SUMMARY

Thank you for taking the time to prepare for this workshop. Please bring this pre-workshop information with you. We look forward to your attendance and participation.