

MAJOR INCIDENT MANAGEMENT

www.kepner-tregoe.com



Take control of your Incident Management with Kepner-Tregoe's Major Incident Management workshop. Designed for learners looking to expand their knowledge and performance, this workshop brings higher quality, more consistency and greater speed to the incident handling process by improving the underlying quality and consistency of troubleshooting. Our ITIL®-recognized approach helps you to restore service more effectively, while managing risk and communicating confidently under pressure.



Key Benefits

Successfully facilitate the incident resolution process by gathering the most relevant data and driving decisions while managing risk under pressure.

Learn advanced incident management skills to manage the end-to-end process of service restoration.

Draw from case studies and real-world situations to provide dynamic learning that goes beyond theory and enables you to quickly apply knowledge in your organization.



You will learn to...

Improve the consistency and efficacy of your approach to incident management.

Reduce stress and the time spent in the "analysis and diagnosis" phase of major outages.

Increase the number of instances where the first restoration activity is the final restoration activity.

Use a common "problem solving language" independent of technology.

Increase throughput of incidents for the same headcount.

Reduce service costs and unnecessary spare part usage.

Audience: Ideal for Incident and Major Incident Managers, service desk staff, analysts, subject matter experts, quality managers, problem managers, auditors, technicians, engineers and others responsible for customer service and support.

View Course Details

Americas | Europe | Asia-Pacific | Japan