

EDGE Intermediate Root Cause Analysis

Duration: 3 days
Course Delivery: Classroom
Language: English

Course Description:
This 3-day on-site workshop is tailored to the needs of your organization. We start by building capabilities within your team to effectively assess, troubleshoot, resolve, and prevent the impact of problems across your infrastructure. Vital and effective root-cause analysis techniques will provide extensive benefit beyond your support teams.

Through the duration of the workshop, your team will be challenged not just to think, but also to understand new and more practical ways of solving problems that can be leveraged immediately following the completion of the workshop. They will learn key processes and techniques useful for advanced troubleshooting to effectively engage even the most challenging and complex technical situations, saving your organization time and money.

Each workshop requires a pre-workshop briefing followed by a series of communications to workshop attendees. This ensures the organization brings real-world situations to work through during the application times of each process. Small groups will engage under the tutelage of the workshop facilitator to solve current organizational issues during the workshop. This approach maximizes the application to your organization, demonstrates real value through quick wins, and influences organizational adoption for quicker ROI, increased productivity and customer satisfaction.

Audience:
The workshop will be of interest to:

- Individuals who require a deeper understanding of problem solving techniques that may be implemented to enhance the quality of IT service management within an organization.
- IT professionals working in or new to Root Cause Analysis.
- Those needing a better understanding of the concepts, processes, functions and activities involved.
- A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT security managers and service test managers.

Learning Objectives:
Upon completion of this workshop, the attendees will gain competencies in:

- Understanding of the Thinking Processes, purpose and objectives
- Understanding how the processes interact with other organizational processes
- Industry problem solving techniques and limitations
- The roles and responsibilities within each of the EDGE processes
- How to identify root cause, decide on most probable cause, implement resolution while minimizing adverse effects to the organization
- Practical approach to institutionalizing new problem solving techniques

Course Organizational Logistics:

- A maximum of 18 people can attend this course with 2 instructors.
- Classroom with flexible seating arrangements
- 2 break out rooms where available
- Whiteboard, flipchart, projector
- Course runs 08:30 – 5:00 each day – the exam can be scheduled from 4:00 – 5:00 on the last day

Prerequisites:
Candidates for this course should have:

- A basic understanding of problem solving techniques (5-Whys. Brainstorming, Pain Value etc)
- The ability to embrace new and dynamic methodologies
- Ability work closely with their peers under high pressure situations

Course Material:
Participant reference material contains the concepts that are covered in the class and a workbook that contains all the standard content and tailored exercises.

Examination:

- Due to the nature of these highly customized and tailored workshops, the examination is to demonstrate the students newly gained knowledge at an intermediate level. There is not a pass/fail criteria nor is it based any examination institutions taxonomy.

Credits:

- A Certificate of Completion in Intermediate Root Cause Analysis will be provided to each student.

Agenda:

Day 1	Day 2	Day 3
1. Introduction	6. The K2EDGE Thinking Processes	11. The DECISION EDGE Process
2. Introduction to Thinking Processes	7. The COGNIZANT EDGE Process	12. Process Application (custom tailored)*
		13. The MITIGATE EDGE Process
Lunch		
3. Common Problem Solving and Decision Making Pitfalls	8. Process Application (custom tailored)*	13. Process Application (custom tailored)*
4. Avoiding the Pitfalls	9. The RESOLVE EDGE Root Cause Analysis Process	14. Exam Preparation/Mock Exam
5. Problem Solving Systems and Limitations	10. Process Application (customer tailored)*	
Homework (review of day's material)		

*Process Application is customized to the organization based on real-world current or historical issues.