



KEPNERandFOURIE®
A Thinking Dimensions Global Company

Advanced Technical Troubleshooting Skills Series:

IT ROOT CAUSE ANALYSIS

Find the Root Cause “first time every time.”

WHAT IT IS

The most obvious reason why Problem Solvers are struggling to find a Root Cause is, because they are MISSING THE TECHNICAL CAUSE!



Root Cause investigations are all about being efficient and effective when digging deeper into incidents in a structured and repeatable way. The most successful problem investigators are better at asking the right interrogative questions to the right people in an investigative way to get the right answers.

They ensure they get certain practices right, which is the key to success:

- Identifying the CORRECT FAULT –Investigators tend to be too generic and needs to understand that the “devil lies in the detail”. Our approach will enable the investigator to get all the stakeholders to agree on the specific ‘core fault’ of the incident.
- Investigate all the RELEVANT INCIDENT DIMENSIONS – This approach makes sure the different unique angles involved in the specific incident are addressed.
- Asking the RIGHT QUESTION from the right SMEs to get the right answer! Simply asking the right person uniquely structured questions will deliver the right answer!

The way to do this is through the use of templates and structured questions that will help you leverage what you already know about the incident. The “margin of excellence” however, is found in the investigator who understands and appreciates the usefulness of these tools and templates in a structured questioning environment and willingness to apply it – at every opportunity.

We will demonstrate, and you will learn and apply these tools/templates with its unique worked questions during a one-day or two-day intensive workshop and address the all too familiar challenges for today’s “real time” time pressured incident environments.

FAULT DIMENSIONS

1. OBJECT associated to the Fault
2. The FAULT itself
3. USERS experiencing this fault?
4. WHERE the users are
5. WHEN - timing
6. FREQUENCY
7. PATTERN
8. SEQUENCING of fault
9. SIZE of the incident or fault

ANTICIPATED OUTPUTS



What you would acquire in two days!

- The realization that even a complex incident can be reduced to one OBJECT and one FAULT
- A well proven and tested “FACTOR ANALYSIS” that provides the guidelines and increased confidence in using a systematic and repeatable investigation approach that works.
- Remove irrelevant information very early in the investigation process, which eliminates “trial & error” attempts.
- The absolute importance of asking the “right question from the right person to get to the right factual data”.
- The realization that a minimalistic approach with “relevant data” can provide much faster and more accurate answers than an aimless brainstorming or “health check” exercise.
- The understanding that there is a major difference between “Technical Cause & Root Cause” and that this single fact is the key to success.

CONTENTS

Utilize the KEPNERandFOURIE® thinking processes and templates to:

- Identify the correct factual fault successfully with appropriate SME’s (Object & Fault drill technique)
- Systematically identify the unique characteristics of the fault (Factor Analysis)
- Identify the correct information sources to provide critical inputs (SME Analysis technique)
- Identify the Technical Cause that triggered the incident (Hypothesis Analysis) by testing SME inputs against the incident factors (Testing technique)
- Identify a consensus root cause to be removed (including “human error” issues – Human Error Analysis)
- Develop most appropriate solution to remove causes. (Max4™ – SolutionWise)



ASK HOW TO
QUALIFY FOR
THE
FOUNDATION
CERTIFICATE

FACILITATORS

Mat-thys Fourie

Dr. Mat-thys Fourie is the Co-Founder and Author of the KEPNERandFOURIE® methodologies

Andrew Sauter

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WHAT OUR CLIENTS ARE SAYING



About the "IT Root Cause Analysis" approach!

"The visibility provided by this approach is highly helpful with presenting findings and getting everybody on the same page early in the investigation process – extraordinary!"

– PM of Local Investment Bank in New York, USA

"This approach is an easy way to systematically work through a problem with all stakeholders involved, even if they are contributing virtually."

– PM for Local Insurance Company in Sydney

"This approach has had an extraordinary impact on the utilization of Subject Matter Experts (SMEs). All we do now is identify the problem we would like to address and get our stakeholders to identify and nominate the best SME for the session. This approach resulted in fewer people attending meetings and having less meetings to arrive at a conclusion."

– VP-Infrastructure Global Retail Bank

"All of a sudden we have a renewed dedication to solve problems and the only reason I can contribute to this is the fact that blame fixing & finger pointing has disappeared from our behavior"

– Problem Manager for a NSW Government Agency

IN-HOUSE OPTIONS



One of the more popular vehicles for assessing the tangible benefits of the KEPNERandFOURIE® "IT Root Cause Analysis" approach is to deliver on-site training and on-the-job coaching. Bringing a workshop in-house gives you the opportunity for maximum customization and immediate return on investment.

This approach addresses your unique challenges and provides for a more personal learning experience as more than 50% of the workshop is spent on your company issues. Participants would address their own concerns at the workshop with facilitator feedback to improve performance even further.

For more information, please contact mat-thys@kepner-fourie.com

TOP 5 REASONS TO INVEST IN THIS WORKSHOP

1. Acquire a proven way to reduce Mean-Time-to-Restore by at least 80%
2. Improved utilization of SME resources and reduced number of meetings to arrive at the same or improved conclusion
3. Improve maturity levels of your current Service Management practice; creating an exponential impact on the reduction of incidents and eliminate recurring incidents.
4. Close the percentage of open tickets by at least 50%, even if they are "old" ones.
5. Make a meaningful contribution to Knowledge Management Database by adding the latest findings to the "known error list."

KEPNERandFOURIE® Thinking Technologies traces its origins back to 1997. It was then that Dr. Chuck Kepner & Dr. Matt Fourie collaborated on the design and delivery of root cause analysis approaches for IT Professionals to some of the leading companies in the world. IT Houses that required – better, faster and more flexible techniques to improve up time performance.

For more information, please go to:
<http://www.kepner-fourie.com/resources>

