

COMPLEX

INCIDENT RESTORATION

For a *swift*, sustainable restoration,
first time, every time

KEPNERandFOURIE[®] has recently introduced a new approach that has been proven successful through over 300 hours of highly focused MIM sessions. This initiative guarantees a minimum of 300% Return On Investment (ROI). The methodology used in this approach breaks down seemingly complex incidents into simpler components, allowing for immediate insights and restoration options with just 5 well-phrased questions.

WHAT IS A COMPLEX INCIDENT?

A complex incident is a scenario where the Incident Team is unable to reach a consensus on how to restore a critical service within an agreed-upon time. This is especially significant in the 20% of cases where the team is unable to restore the service within 2 hours. What should be done in this situation?

In situations like these, we recommend a bold and decisive approach from someone who is responsible. Instead of relying on trial and error, we suggest using a fast and effective problem-solving method such as the KEPNERandFOURIE[®] CIR approach. This pivot can make all the difference in resolving the issue within a matter of hours or minutes, instead of struggling for days or even weeks with a frustrating and potentially disastrous approach.

WHAT IS THIS NEW COMPLEX INCIDENT RESTORATION APPROACH?

This innovative approach combines three elements:

1

A supercharged KEPNERandFOURIE[®] method that is swift and time sensitive.

2

Supplemented by AI assistance in three elements of the KEPNERandFOURIE[®] process.

3

Applying a tried and tested web-based model to shape behaviour change.

WHY COMPLEX INCIDENT RESTORATION?

During a high-pressure situation, such as a major incident, teams may engage in destructive practices. These include:

Type of practice	Level of occurrence
Accidental misuse of identical resources	100%
Focusing on the wrong fault wasting valuable time	80%
Lack of a single responsible person among too many bosses	60%
Team too big to get agile traction and speed	80%
Too much "Trial & Error" and poor problem-solving approach	100%

The above statistics are gathered from over 300 hours of highly focused MIM sessions.

NEXT STEPS

Do you want to elevate your incident restoration skills and take your incident management practices to the next level?

Look no further! Invest in your staff's professional development and take your incident restoration skills to the level where you measure MTR in hours/minutes instead of weeks/days.

The KEPNERandFOURIE® practical approach will deliver the skills to effectively analyse complex issues and drive positive change. Your team will leave the workshop with a new level of confidence in their ability to tackle challenging incidents and make informed restoration suggestions.



“ SM DIRECTOR : AIRPORT SW PLATFORM COMPANY ”

We always thought the need to have the best qualified people on the BRIDGE. Great was my shock when I was told by the KEPNERandFOURIE consultant that this strategy is not always the most optimal. Going from best qualified to those who are working with the issue changed our MTR from days to hours!

