

SYSTEMATIC INCIDENT AND PROBLEM SOLVING

SIMULATION

Boost your incident and problem solving skills beyond technical knowledge

Recurring incidents...problems that persist week after week. With the increasing complexity of IT the most important skill when solving complicated incidents and problems is no longer technical knowledge, but the ability to approach them in a consistent and systematic way.

What you can expect

- Highly engaging simulation-based training solution with direct results
- Minimum theory - maximum application
- Digital scenarios based on real-world incidents and problems
- Recognizable improvements in daily routine right after attending
- Improved collaboration and a common, systematic approach to incident and problem solving in complex technical environments



Practical information

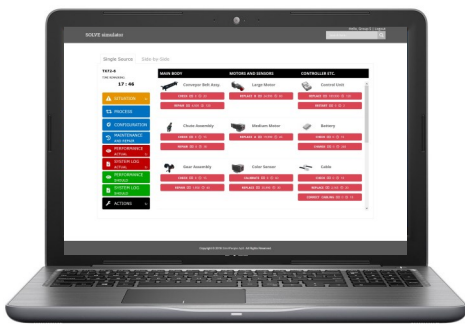
Target audience: Managers responsible for and employees involved in handling and troubleshooting technical incidents and problems.

Key skills trained: Symptom description, facts gathering, possible cause evaluation, taking actions which are fast, safe and likely to be successful, and structured documentation.

Duration: 2 days

Prerequisite: None

Format: Simulation-based training, classroom or remote delivery, practical teamwork



Day 1 Discovery scenario to illustrate the challenges of solving incidents and problems outside the comfort zone.

Introduction to the 4 fundamental steps of solving technical issues.

Symptom description - the key to fast and focused resolution.

Facts gathering and structuring.

Possible cause generation and actions.

Day 2 Repetitive enforcement of concepts by a series of scenarios where groups are required to start on a scenario and "escalate" midway - focusing on quality of information and documentation at handover.

Experience the consequences of insufficient information and how to avoid unnecessary case ping pong and incorrect routing of cases.

DAY 1

MORNING



AFTERNOON



EXTRA



DAY 2

MORNING



AFTERNOON



**OUR SIMULATORS ARE FOR TECHNICAL STAFF AND MANAGERS
WHAT THE FLIGHT SIMULATORS ARE FOR PILOTS**