

advance7 bulletin 32

ADVANCE KNOWLEDGE

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WHITEPAPER - BUILD YOUR KNOWLEDGE BASE

Rapid Problem Resolution (RPR) explained

Cut downtime by up to **97%**
with **RPR** methodology

Overview: 87% of IT problems reported to your Service Desk get fixed within hours, if not minutes. A further 11% are resolved within days by 2nd and 3rd line support, perhaps with help from supplier technical staff. The final 2% are the toughest and represent chronic problems that are fixed by "trial & error", or simply remain unresolved.

Unfortunately, "trial & error" is very slow, sometimes expensive and often disruptive.

The good news is that we are at the dawn of a new era in problem resolution. The wide adoption of ITIL has provided a framework for the management of incidents and problems, and this in turn is driving an interest in problem resolution methods. One such method is advance7's **Rapid Problem Resolution (RPR)** technique.

In this paper we look at the need for **RPR**, when we should use it, how it works, the skills we need to practice it, and its challenges & limitations. We finish the paper with two very recent case studies that help demonstrate the benefits.

[View the full whitepaper now](#)

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FACES AT advance7

Rachel D'Cruze: Rachel has been with advance7 since day one and, through her roles in administration and marketing, has played a key part in the growth of the company.

She left the company to pursue other interests for a while but was pleased to re-join advance7 in June 2006 as Marketing Director.

Rachel has four children and also manages to be a keen sportswoman; having completed many road races, including two London Marathons. She has a diploma in Sports Therapy and Fitness Instruction and enjoys swimming and going to the gym as well as running.

"I think it's very important to keep fit," Rachel said, "it helps you to cope with the demands of business and of life in general."

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