

## advance7 bulletin 40

# ADVANCE KNOWLEDGE

### CONTENTS

- [Problem Management and Diagnosis: Free Breakfast Seminar](#)
- [Rapid Problem Resolution: Read our article on problem management which appeared in Banking Technology Magazine.](#)
- [RPR<sup>®</sup> Training: Get trained in our unique RPR \(Rapid Problem Resolution\) Methodology<sup>®</sup>](#)

### Problem Management and Diagnosis:

#### Free Breakfast Seminar in London - 20th November.

Our Guest Speaker David Wheeldon will be presenting on the broader subject of Problem Management. David is one of the world's leading authorities on IT Service Management. He is joint author of the new ITIL v3 Service Operation book.

Advance7's Development Director, Paul Offord, will also be presenting on Problem Diagnosis. Paul is Chairman of the itSMF Problem Management Special Interest Group.

[To register to see the web presentation click here.](#)

[Return to Top](#)

### Rapid Problem Resolution:

#### Read our article on problem management which appeared in Banking Technology magazine.

A quiet revolution in problem management is taking place, if you know where to look. As any IT support team knows, it's how you handle the chronic problems that defines your success.

[To view the full article click here.](#)

[Return to Top](#)

### RPR<sup>®</sup> Training:

#### Get trained in our unique RPR<sup>®</sup> (Rapid Problem Resolution) Methodology)

A team that practices RPR<sup>®</sup> can dramatically cut the time taken to fix complex multi-platform IT problems. This course provides the necessary basic skills.

[To register for RPR Training, click here.](#)

[Return to Top](#)