

RPR[®] Deployment Programme

The RPR[®] Deployment Programme is designed to enable an organisation to fully adopt and benefit from the RPR Problem Diagnosis Method. This is achieved through accurate scoping during the initial Strategy Phase followed by adaptable training workshops interspersed with actual problem solving.

Knowledge transfer is achieved through training, live demonstration and mentoring. The RPR Core Process and associated Supporting Techniques provide a defined and systematic problem diagnosis solution that complement existing processes and procedures.

Strategy

The purpose of the Strategy phase is to gain a thorough understanding of the people, skills, operating environment, systems and processes that exist in the IT department. This is necessary to facilitate planning and preparation for the programme.

The activities associated with this phase include:

- RPR Awareness Presentation – to promote interest, awareness and the willingness to participate in formulating the strategy
- Define programme success criteria
- Understand the Service Strategy as it relates to Problem Management
- Review current incidents and outstanding problems to identify candidates to be tackled during the deployment programme
- Review roles and experience of people involved in the programme
- Review existing diagnostic and analysis facilities
- Review Change, Incident & Problem Management procedures
- Review and gain understanding of IT organisation structure
- Produce a Strategy Paper that clearly defines the strategy and approach for the successful adoption, integration and operation of the RPR Method

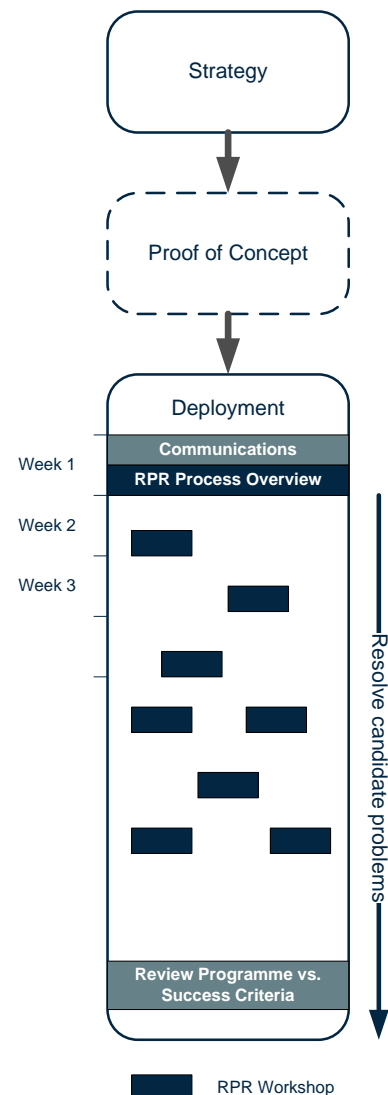
Proof of Concept

This phase is optional and typically only needed if the customer has no experience of RPR or Advance7's REACT[®] service. The objective of this phase is to demonstrate the benefits of RPR to IT stakeholders.

Deployment

The detail of the deployment depends on the outcome of the Strategy Phase but typically the programme would progress as follows:

- Communicate the Project Plan and objectives to service delivery and technical support people (1 hour presentation)
- Run an RPR Process Overview workshop (4 hours) for staff directly involved in the deployment programme
- Deliver RPR training in short workshops (2 to 4 hours) relating each to the problems being investigated and scheduling them to fit around support workload
- Review programme achievements vs. success criteria



Further Information

- [RPR[®] Problem Diagnosis Method factsheet](#)
- [REACT[®] Troubleshooting Service factsheet](#)
- http://en.wikipedia.org/wiki/RPR_Problem_Diagnosis