

# RPR<sup>®</sup> Problem Diagnosis Method

RPR is an IT problem investigation and diagnosis method that quickly identifies the Root Cause of difficult multi-platform problems. RPR is:

- Faster than other approaches to problem investigation and diagnosis
- Totally evidence-based and therefore extremely accurate, saving time and money
- IT specific and ITIL-aligned making for easy and natural integration into IT Operations
- Based on a closed-loop process that identifies incorrect information and assumptions

RPR provides your team with a powerful method to identify the Root Cause of those problems where the causing technology is unknown, making it difficult to determine which platform team or supplier should take ownership.

## Features & Benefits

RPR has been practiced, developed and refined for the past 18 years, and has been proven to work in a wide range of business and public sector environments. The results have been staggering with literally hundreds of difficult problems quickly resolved for Europe's leading companies.

RPR is based on a Core Process, each step of which is clearly defined with:

- Objectives
- Activities
- Critical Success Indicators
- Next Process Step

That makes it more controllable and more predictable than other approaches to problem diagnosis. All stakeholders know the current status of problem diagnosis and what needs to happen next.

The RPR Core Process describes what needs to be done and when. RPR Supporting Techniques describe how to achieve the objectives of each Core Process step, which means that technical staff quickly become effective RPR practitioners.

RPR is IT-specific, which means that the Supporting Techniques are based around the tools and techniques that already exist in every IT department. This makes for easy integration into IT Operations.

Being a totally evidence-based method means that there is no need for subjective judgements or speculation as to the possible causes. The result is faster Root Cause Identification and the elimination of risks associated with "trying a fix".

RPR is ITIL aligned. This means that it neatly dovetails into ITIL processes and provides the all important link between service-focused people (Service Delivery Managers, Recovery Managers, Incident Managers and Problem Managers) and technology-focused platform teams. RPR improves the communication between the teams.

## Related Services

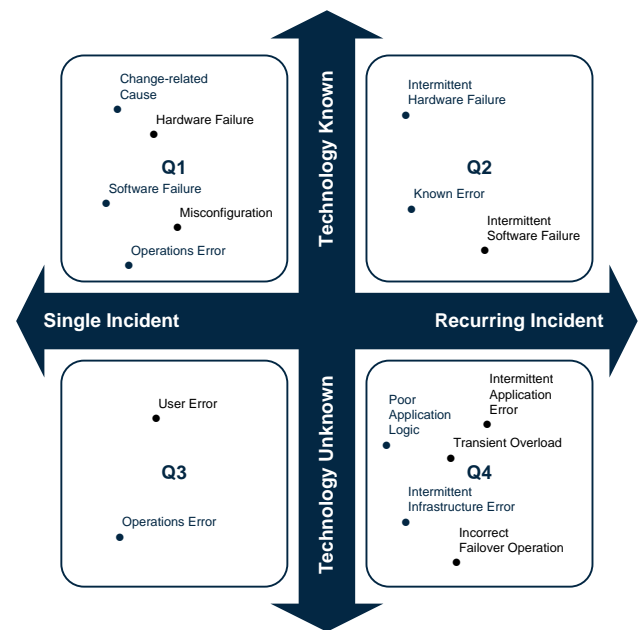
To assist businesses in the adoption of RPR for problem investigation and diagnosis, Advance7 provides two service packages:

- RPR Training
- RPR Deployment Support Services

Tailored packages are also available.

## Use of RPR

The range of causes that underlie an IT problem can be classified into one of four categories based on frequency of Incidents and the knowledge of the causing technology.



**Q1** - In a typical IT department approximately 80% of problems are solid faults that are easily tracked down to a causing technology. The appropriate Technical or Platform Support Team efficiently deals with these problems every day.

**Q2** - Some recurring problems are due to a Known Error, or are obviously being caused by a particular hardware or software component. They are typically handled by Technical Support people working with suppliers.

**Q3** - Every so often a one-off problem occurs, and the cause of these may never be found.

**Q4** - Intermittent and transient problems are the most troublesome as they cause a disproportionately high adverse impact on business efficiency, IT service levels, staff morale, IT workload and personal KPIs. Intermittent issues can also be an early-warning of more serious problems to come.

RPR is optimised to deal with those problems in Q4.