

Foundation Course – 2 Days

What You Will Learn

- The RPR Core Process
- Techniques to sort and categorise problem-related information
- Techniques to lead a problem solving group
- Techniques to gather diagnostic data
- Techniques to analyse diagnostic data

Soft-skills to improve communications with suppliers and users

Course Benefits

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

Who Should Attend

- Problem Managers
- Incident and Recovery Managers
- Service Delivery Managers
- Service Desk Managers
- Technical or Platform Support People
- 3rd Line Support Staff
- Supplier Support Staff

Prerequisites

A good basic knowledge of Information Technology and IT Operations is needed.

Format

The course is based on the RPR Manual and led by an experienced RPR Practitioner. A mix of media are used:

- A few short PowerPoint presentations
- Whiteboard illustrations
- Desk-based practical exercises

Your copy of the RPR Manual provides a comprehensive description of the method for future reference.

Venues & Schedule

The RPR Foundation Course is run as a public course for a maximum of 10 attendees on two consecutive days – please call our office on 01279 211668 for further details on dates and venues.

The course can be delivered at your premises. The schedule can be tailored to make sure that large groups of support staff are not unavailable for a prolonged period. A typical schedule is four 4-hour sessions spread over two weeks. Two such schedules can be interleaved to form two streams. Members of a particular team are then split across the two streams.

Course Content

- Introduction
 - The Issue
 - Root Cause
 - Problem Phases
 - Grey Problems
 - Problem Diagnosis State of the Art
 - RPR in Practice
 - Functional Units
 - Definitive Diagnostics
- RPR Core Process
 - Process Overview
 - Understand The Problem
 - Choose One Symptom
 - Understand The Symptom Environment
 - Share, Gather, Explain & Sort Information
 - Plan The Capture Of Definitive Diagnostics
 - Execute The Diagnostic Capture Plan
 - Quality Check the Captured Data
 - Analyse the Captured Data
 - Translate Diagnostic Data
 - Finding The Resolution
 - Implement Fix & Reactivate Capture
 - Re-analyse The Captured Data
- Supporting Techniques
 - Choosing a Symptom
 - Gathering Environmental Information
 - Diagnostic Workshop
 - Definitive Diagnostic Data Collection
 - Diagnostic Data Analysis
 - RPR Aspects Of Problem Management
 - Analysing Intermittent Failures
 - Analysing Performance Problems
 - Tools
 - Distributing Information
- Soft Skills
 - Motivation
 - More rapport
 - Using The Same Language
 - Problems With Pride
 - Selling The Method
 - Handling Interruptions
 - Staying Focused
 - Handling Pressure
 - Dealing With Disagreements
 - Handling Complaints
 - Problems & Politics
 - Handling Suppliers
 - Final Golden Rules

Practical Exercises

- Information sorting
- Formulate a Diagnostic Capture Plan
- Application response time investigation
- Network trace analysis practical