ASMI
American Strategic Management Institute

Gain a skillset that will help you reduce operating costs such as incident investigation related expenses

October 11–12, 2012
Washington DC

ROOT CAUSE ANALYSIS TRAINING

FOR IT PROFESSIONALS

Join us in this interactive training to obtain solutions to the following issues:

LEARN how to reduce severity escalations and recurring incidents

DRASTICALLY REDUCE incident investigation cycle time from days to hours (M-T-T-R)

IDENTIFY AND RESOLVE both the true cause (technical reason) for incidents and their root cause(s) (underlying reasons) to permanently prevent re-occurrence

Earn up to 12 CPE Credits!

Presented in association with:

The Performance Institute

Kepner-Tregoe

Thinking Dimensions

ASMIweb.com/RootCause

WELCOME

Dear Colleague,

A Root Cause Analysis helps avoid unnecessary and expensive fixes by using a step-by-step critical thinking approach to detect, analyze, resolve and prevent incidents. Due to the highly specialized disciplines in Infrastructure, Database Management, Networking, Security/Risk, Development and Design, IT professionals often lack a common approach across their silo's to solve problems effectively. Root Cause Analysis applied to all IT disciplines is most effective in bringing all these varied skills together with a common process and language to resolve incidents.

The skillset that will be shared during this training goes hand in hand with Problem Management initiatives utilizing Problem Managers, Project Managers and Service Delivery Managers as the key to results generation. These skills are quickly applied to incidents in the workplace and results are measured in time, cost and quality metrics.

IT Professionals will be trained to use a structured and systematic methodology. This enables them to find the correct and accurate starting point for incident and problem investigations. Attendees will be taught how to ask a series of eight critical questions across four dimensions. This is amplified by creating contrasting information to look at what the problem "IS" and what it could have been, but "IS NOT". By combining factual data, intuition and experience, a very strong realization of what is "missing" emerges. This increases the chances of rapid cause identification.

The following are the key questions that attendees will analyze:

- **WHAT –** What is the object and what is the fault you are dealing with? Who is experiencing it?
- **WHERE –** Geographically, where is this happening and where on the object is the fault?
- **WHEN –** What date and time and how often does this happen? When in the operating procedure or development phase/cycle is this fault occurring?
- **UNIQUE FEATURE –** What is unique about this fault that cannot be explained?

We look forward to meeting you you soon.

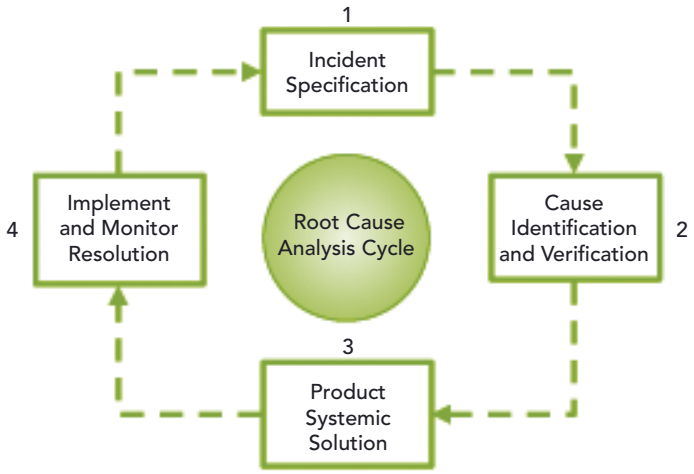
Best Regards,
The American Strategic Management Institute

WHO SHOULD ATTEND:

All mid to senior level IT management and staff will benefit from this training. This training will provide them with a structured, common investigative thinking process, and a set of interrogative questions for effective cross-silo collaboration.

METHODOLOGY

IT Incident Resolution consists of four main components:



- **IDENTIFY THE INCIDENT INFORMATION –** This involves identifying the correct entry point for the incident investigation and then gathering the relevant "minimalistic" information for analysis. The key is to work with relevant information only and not to get confused by irrelevant information presented in the situation.
- **IDENTIFY CAUSE & VERIFY –** Use intuition, gut feeling and experience to identify probable causes and then apply SME logic to test and verify the Most Probable Cause. Testing of cause is done on paper through pure logic and then verified in the real work environment.
- **PRODUCE SYSTEMIC SOLUTION –** This is normally a combination of an interim action followed by a permanent solution to the problem. Use specific tools (i.e. Maxfour™) to generate quick, creative and effective answers.
- **IMPLEMENT & MONITOR RESOLUTION –** Preventing a re-occurrence of the same problem in the future is a very important requirement for "service excellence"; therefore risks are identified and dealt with. Implementation is monitored to ensure the incident is resolved and will not re-occur.

Supporting **KEPNERandFOURIE™** processes

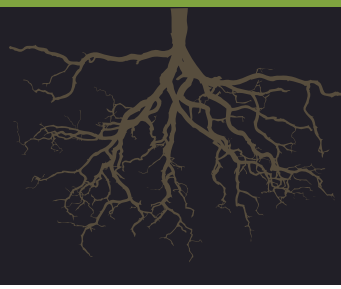
- **PRIORITYWISE™ –** Identifying the core issues represented in an incident or problem situation. This is then presented in a plan on how to resolve the total issue.
- **CAUSEWISE™ –** Identifying the technical & underlying causes, which triggered the incident. This will ensure the identification of both the incident technical cause and the problem root cause.
- **SOLUTIONWISE™ –** An innovative way to find a solution through a combination of creative actions implemented over a period of time.



DAY 1

TIMING	WORKSHOP OUTPUTS	LEARNING DESIGN
9:00 – 9:15	Introduction and determination of learning expectations	**Group activity**
9:15 – 10:30	Priority Analysis • Learn how to determine core issues & priorities • Understand how to facilitate consensus and agreement on the way forward. • Depict how to best obtain buy-in from all stakeholders. • Work on an application with feedback on the use of this process	**Full group demonstration using a case study, Small group application using own job situations.**
10:30 – 10:45	Morning Break	
10:45 – 12:00	Root Cause Analysis • Learn how to identify and resolve technical deviations from standard. • Examine how to describe a deviation (incident/problem) accurately. • Find out how to ask the right questions to gather the right information to solve the right incident/problem. • Discuss how to generate feasible causes and then how to test each cause to come to the most probable cause(s). • Learn how to verify the technical cause in practice.	**Use a case study as basis for learning the root cause analysis problem solving procedure.**
12:00 – 12:30	Practice Root Cause Analysis ideas	**Exercises using various scenarios for practice**
12:30 – 1:15	Lunch	
1:15 – 3:00	Learn how to use these skills "Thinking on Your Feet".	**Real life case studies Role play situations**
3:00 – 3:15	Afternoon Break	
3:15 – 4:15	Apply the Finding Cause process to own job situations.	**Applications in small groups**
4:15 – 4:30	Review & Close	

DAY 2



TIMING	WORKSHOP OUTPUTS	LEARNING DESIGN
9:00-9:15	Recap day one	**Q & A**
9:15-10:30	Learn how to find solutions to simple and complex IT problem situations. • Focus on how to crystallize the best actions to solve a problem situation. • Generate the solution requirements based on stakeholder inputs. • Evaluate and create the most advantageous solution for the problem situation.	**Use of a case study and simulation exercises.**
10:30 – 10:45	Morning Break	
10:45 – 12:00	Apply the Maxfour Solution approach to your own job situations.	**Applications in small groups.**
12:00 – 12:30	Lunch	
12:30 – 1:15	Application of the same process in various solution situations.	**Demonstration and application**
1:15 – 3:00	Application of the decision process to Thinking on Your Feet situations.	**Application in small groups**
3:00 – 3:15	Afternoon Break	
3:15 – 4:15	Learn how to assess and avoid risks. • Understand how to identify and generate possible problems for any future action to be undertaken. • Assess the level of risk and discuss solutions. • Generate feasible and implementable avoiding and contingent actions.	**Using a real company example to work through this process with the full group participation and inputs.**
4:15-4:30	Review & Close	

LOGISTICS

Venue and Hotel:

Root Cause Analysis Training for IT Professionals will be held at The Performance Learning Center in Washington, DC. The Learning Center is just a few blocks from both the Gallery Place-Chinatown and Metro Center metro stations. A public parking garage is located inside of the building at the current rate of $18 a day and is accessible from K Street.

The Performance Learning Center
901 New York Ave, NW, 3rd Floor
Washington, DC 20001
202-524-8041

PLEASE NOTE: The building elevators do not allow delegates up into the Learning Center until 8:30am.

The American Strategic Management Institute has secured a group rate discount at a surrounding hotel provider. Please contact customer service for the most up to date rate at 877-992-9522.

TO REGISTER ONLINE:
Visit **ASMIweb.com/RootCause** and click on the Venue and Hotel tab.

Tuition & Group Discounts:

The tuition rate for attending the **Root Cause Analysis Training for IT Professionals** is listed below. *Please note that each attendee will receive a set of process cards that they will be able take back to their office for further usage and skill development.

PRICING	RATE ENDS
$599	August 17
$699	September 14
$799	Closing

For information on group discounts, please contact **Chavonne Primus at 202.739.9601 or Chavonne.Primus@ASMIweb.com**

CPE Credits: Up to 12

Delivery Method: Group-live
Program Level: Basic
Prerequisites: None
Advanced Preparation: Via Email if Applicable

Sponsor Organization Name and ID Number: Thompson Media Group 109435 Thompson Media Group is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN 37219-2417. Website: www.nasba.org

QUALITY ASSURANCE:

The American Strategic Management Institute (ASMI) strives to provide you with the most productive and effective educational experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided upon your arrival. Should you feel dissatisfied with your learning experience and wish to request a credit or refund, please submit it in writing no later than 10 business days after the end of the training to:

ASMI: Quality Assurance, 805 15th Street, NW, 3rd Floor, Washington, DC 20005

Note: As speakers are confirmed six months before the event, some speaker changes or topic changes may occur in the program. The Institute is not responsible for speaker changes, but will work to ensure a comparable speaker is located to participate in the program.

If for any reason The Institute decides to cancel this conference, The Institute accepts no responsibility for covering airfare, hotel or other costs incurred by registrants, including delegates, sponsors and guests.

DISCOUNTS & PAYMENT:

- All 'Early Bird' Discounts must require payment at time of registration and before the cut-off date in order to receive any discount.
- Any discounts offered whether by The Institute (including team discounts) must also require payment at the time of registration.
- All discount offers cannot be combined with any other offer.
- Discounts cannot be applied retroactively

Payment must be secured prior to the conference. If payment is not received by the conference start date, a method of payment must be presented at the time of registration in order to guarantee your participation at the event.

SPONSORSHIP: To learn more about exhibiting and sponsorships at the event please contact Andrew Goodwin at 202-739-9707 or email him at Andrew.Goodwin@PerformanceInstutite.org.

3 EASY WAYS TO REGISTER

VISIT US ONLINE:
ASMIweb.com/RootCause

CALL:
877-992-9522

FAX THIS FORM:
866-234-0680

REGISTRATION FORM

☐ **Yes! Register me for Root Cause Analysis Training for IT Professionals.**
☐ **Please call me. I am interested in a special group discount for my team.**

Delegate Information

Name _____ Title _____

Organization _____ Dept. _____

Address _____

City _____ State _____ Zip _____

Telephone _____ Fax _____

Email _____

Payment Information

☐ Check ☐ Purchase Order / Training Form ☐ Credit Card

Credit Card Number _____ Expiration Date _____ Verification no. _____

Name on Card _____

Billing Address _____ City _____ State _____ Zip _____

Please make checks payable to: The Performance Institute

CANCELLATION POLICY: The American Strategic Management Institute (ASMI) will provide a full refund less a $399 administration fee for cancellations requested four weeks prior to the event start date unless cancellation occurs within two weeks prior to the event start date. If a cancellation is requested less than two weeks prior to the event start date, no refund will be issued. Registrants who fail to attend and do not cancel prior to the event will be charged the entire registration fee. All cancellations must be requested through the cancellation link found in your attendance confirmation email. Please note that cancellation is not final until you receive a cancellation confirmation email.

☐ I have read and accepted the Cancellation Policy above.

ACKNOWLEDGED AND AGREED

By: _____ Date: _____

Priority Code: T422-WEB



ABOUT ASMI

ASMI is private think tank seeking to improve corporate performance through the principles of accountability, performance and engagement.

We serve as the nation's leading authority and repository on performance-based management practices in the private sector. Our mission is to identify, study and disseminate the leading management innovations pioneered by "best-in-class" organizations.

Through our national conferences on pressing issues, interactive training programs for managers, best practice research and strategic consulting services, the Institute provides cutting edge expertise in the design, implementation and evaluation of strategies to solve operational and managerial challenges and enhance organizational performance.

ASMIweb.com/RootCause