KEPNERandFOURIE® Foundation

Course Information

Certification: KEPNERandFOURIE® Foundation
Duration: 2 Days
Domain: KEPNERandFOURIE®
Delivery Method: Classroom/Virtual Classroom

Accreditor: Institute of Professional Problem Solvers (IPPS)
Available Languages: English
Purchase Options: Pay per Use

Course Description:

Systematic problem solving is one of the essential skills that organizations look for these days. The confident professionals who know how to approach an incident and solve it the "first time every time" are in highest demand. They are the professionals who set new standards in innovation and creativity. The learning path of these people keeps growing and enables them to succeed both personally and professionally.

Systematic problem solving applies to all IT disciplines and brings all the skills of different disciples together with a standard process and language to resolve incidents and avoid "trial and error" attempts. The KEPNERandFOURIE® methodology shared during this course goes hand in hand with Incident and Problem Management. This foundation course will enable you to utilize the KEPNERandFOURIE® methodology effectively. The methodology will enable you to find the correct starting point for investigation, identify the core issues in problem situations, determine the actual cause of an incident, and deliver the right solutions. The course will introduce you to a series of situation-specific 'can' critical questions that will help you generate mutually agreed solutions for everyday and unique IT problem situations.

In addition to the knowledge of the concepts, combining factual data, intuition, and experience is critical for successful problem-solving practices. It helps you to do a powerful realization of what is 'missing.'

Audience:
- Process Managers
- Process Practitioners
- Line Managers
- Problem Solvers/Incident Managers

● Anyone working in an Agile or DevOps team

Learning Objectives:

At the end of this course, you will be able to:

● Generate and identify the core issues represented in any Incident Situation.
● Generate an accurate Problem Statement, which would enable the investigator to address the correct incident situation.
● Use a set of questions to gather the relevant incident information to serve as the basis for a systematic analysis and verification of a cause.
● Identify and verify the correct technical cause with its root cause.
● Develop solutions for cause removal and solve seemingly unsolvable issues in an incident/problem situation.
● Identify risks represented in an action or decision/plan to be implemented.
● Utilize tools to improve collaboration across silos and virtual collaboration across time zones.

Prerequisites:

NA

Course Materials:

● For Participants
  ○ Coursebook (eBook or printed)
  ○ Process Cards
● For Instructors
  ○ Presentations
  ○ Instructor Guide (eBook)
  ○ Process Cards
  ○ Process Demos

Course Agenda:

Day1	Day2
Module 1: Course Introduction	Module 4: CauseWise (Contd.)
Module 2: KEPNERandFOURIE® Fundamentals	Module 5: SolutionWise Max4™
Module 3: PriorityWise	Module 6: RiskWise
Module 4: CauseWise	

Course Outline:

Module 1: Course Introduction

Module 2: KEPNERandFOURIE® Fundamentals
- Meaning of Process Thinking
- The Three Skill Sets
- KEPNERandFOURIE® Model
- Levels of Problem Solving

Module 3: PriorityWise
- State the Situation
- List Issues, Challenges
- Execute Prioritization
- Plan of Action

Module 4: CauseWise
- State the Incident
- List Incident Detail
- Generate Causes
- Confirm Technical Cause
  - Testing Technical Cause
  - Verify Probable Cause

Module 5: SolutionWise Max4™
- State the Purpose
- Identify Solution Requirements
  - Stakeholder Analysis
  - Key Requirements
- Generate & Evaluate Actions
- Develop the Solution

Module 6: RiskWise
- State the Situation
- Identify Potential Problems
  - Risk Area Analysis
  - Potential Problems
- Plan Protection
  - Likely Reasons
  - Avoiding Actions
  - Contingent Actions
- Develop Action Plan

Exam Information

Exam Description

The KandF Foundation exams are delivered by Institute of Professional Problem Solvers (IPPS). The participants and training organizations can attain the vouchers for the exam through ITpreneurs.

Exam Facts

Delivery	Online and Paper-based
Format	Closed-book format (participants may bring process question cards either physical or eBook)
Proctoring	Live/Webcam
Duration	60 minutes, 15-minute additional time for non-native candidates
# of questions	40, simple multiple choice (1 mark per question)
Pass Grade	65% (26 points out of 40 to be earned)

Exam Prerequisites

● While there are no formal prerequisites, it is recommended that the participant has completed the KEPNERandFOURIE® Foundation training.

Proctor Requirements

● Standard Procedures apply

Exam Location

● Remote, at any approved location with a webcam (home/office).

Exam Planning

● Exams can be taken on the last day of the course or later.

Course Specific Delivery Information

Course Delivery Requirements

Course Logistics	[Standard Procedures apply]
Internet Connection (in Class)	Optional

Accreditation Requirements

The course is accredited by:

- IPPS - View Accreditor Fact Sheet

Instructor Requirements

All courses have a standard operating procedure for onboarding instructors. This document describes the minimum requirements for all instructors for any course.

All instructors delivering the KEPNERandFOURIE® Foundation must also meet the following additional criteria:

- No accreditation for trainers is required. The training partner is responsible for ensuring the trainer meets the requirements relevant for trainers.
- Trainers have passed the exam with 10% higher than the passing grade, they have attended and passed the Train the Trainer session delivered by a Master Trainer, and have experience in the domain of problem solving and decision making.
- The trainers have to pay an annual fee of $50 USD to retain the trainer certification status.

Train The Trainer Program

- **TTT Duration:** There are two paths for Train the Trainers, depending on the level of experience and maturity with the methodology. Only KEPNERandFOURIE® can take a decision what path applies:
  - **Light Path (for existing KT trainers)**:
    - 12 hours self paced learning program
    - Submit three own job applications (PriorityWise, CauseWise and SolutionWise Max4) to prove they have mastered the different/enhanced KandF skills.
    - Final interview with a Master Trainer
  - **Normal Path (for new trainers)**:
    - 12-24 hours (depending on route taken) of self paced online learning
    - 3 days live train the trainer session with a Master Trainer
    - Review of a recorded session of critical pieces of the KEPNERandFOURIE® Foundation training for the Master Trainer's review
    - Final feedback from the Master Trainer on success or any remedial action required to accredit as a KandF trainer

- **TTT Delivery:** Virtual plus Face-to-Face Session
- **Language:** English
- Standard Procedures apply

Ordering Information:

[Standard Procedures apply](#)

ITpreneurs Services Teams / Contact Information

ITpreneurs Customer Solutions Team	For placing orders, Questions on order management, course logistics, general course management, instructor queries (bookings, issues), write to ask@leapest.com
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