



# BREAKTHROUGH THINKING

HIGH SPEED PROBLEM SOLVING FOR TECH SAVVY PROFESSIONALS

**Increase your capacity to bring the best solutions to any complex environment**

**Gain a skillset** that will help you reduce operating costs and protect critical resources and assets.

**Learn** a structured and systematic thinking process that will quickly help you discover relevant information and discard distractions.

**Obtain superior investigation techniques** that align diverse stakeholders, third-party vendors and distributed teams quickly.

**Access proven methods and tools** used by NASA, United Nations, U.S. Navy, DoD, and other global organizations to solve mission-critical problems.

**Who should attend these courses**

- Problem Managers
- CSI Managers
- Systems Engineers
- Solution Architects
- Tech Support & Support Desk Pros
- Incident and Event Specialists
- Database Developers
- Software Specialists
- Technology Professionals responsible for five-9 uptime
- Cloud, Security, Mobility, Unified Communications, Wireless & other Network Professionals



Book classes today  
[ProblemSolved@Omnikron.com](mailto:ProblemSolved@Omnikron.com)



**818-223-4120**

# METHODOLOGY

## Complex Problem-Solving consists of four main components:

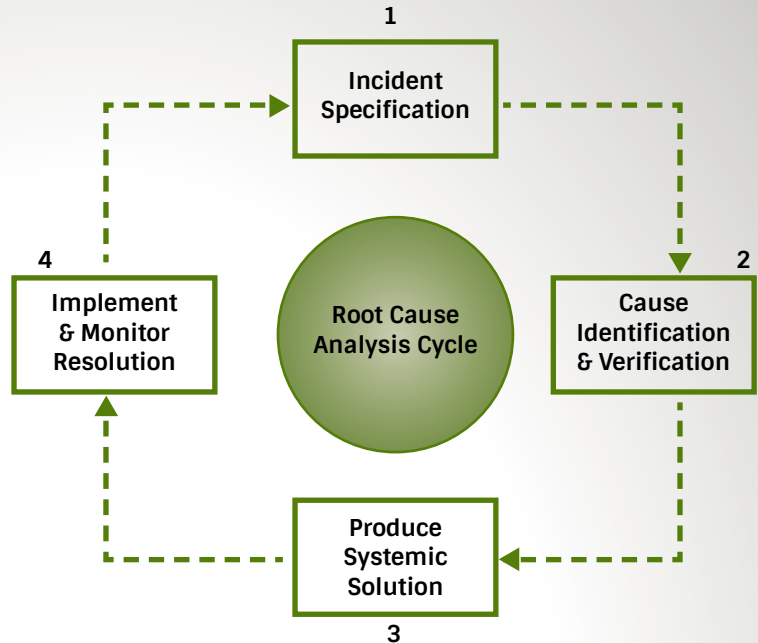
### IDENTIFY THE INCIDENT

**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 AND 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 using collaboration and 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, 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.



# SHORT CLASSES, LONG-TERM EFFECTS

Complete all three courses and achieve a Master Certification

## Course Overview

Take classes one at a time, or sign-up for all three to achieve Master Certification

### Breakthrough Thinking I

Acquire essential technical analysis methods that use integrated thinking and questioning techniques, including how to:

- Generate accurate problem statements
- Identify true root causes in severe or complex problems
- Initiate cost-effective actions to immediately fix problems

**5 sessions, 4 hours per session**

#### Foundation Problem Solver

Candidates must be able to determine the cause of the problem and to recommend a feasible solution. Candidates must be able to demonstrate visually how they arrived at their answer.

### Breakthrough Thinking II

Learn creative and rational solution-finding techniques and develop timely strategies that help you:

- Identify, analyze, and resolve IT incidents
- Proactively find and mitigate Risk
- Choose the wisest solution
- Apply ITIL® incident, problem and change management techniques to maximize benefits and minimize costs

**5 sessions, 4 hours per session**

#### Practitioner Problem Solver

Prerequisite for this is completion of the Foundation level. At the practitioner level, candidates must submit two applications of finding causes or making decisions or a combination thereof from their workplace. Submissions must be recognized by candidates' management.

### Breakthrough Thinking III

This final level involves peer master-minds and facilitation from certified mentors:

- Practice and refine use of all KandF processes on-the-job
- Learn ThinkingWorks to help teams solve seemingly unsolvable situations

**6 Sessions over 3 Months**

#### Master Problem Solver

Prerequisite is completion of the Practitioner Problem Solver. Candidates will work on pre-selected projects and will be evaluated on successful use of all KandF processes. Management endorsement is required for projects to satisfy course requirements.



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