

Problem Solving in IT Support

This course is vital for helpdesk and technical support personnel who need to solve complex problems quickly and efficiently –often working under pressure to meet customers' demands for quick and effective solutions.

The course will help you work systematically through a proven set of problem solving steps. It will help you to think broadly about problems, considering their impact as well as the symptoms. It will help you reach more creative and robust solutions – whether you solve problems on the phone, face-to-face, in groups or alone.

Course Objectives

By the end of the course, delegates will:

- ✓ Increase customer satisfaction through more effective problem solving
- ✓ Use a systematic problem solving process
- ✓ Establish problem causes as well as symptoms
- ✓ Solve problems as well as fixing faults
- ✓ Find more creative and robust solutions to technical problems
- ✓ Produce contingency plans to minimise risks during problem resolution

Target Audience

Those dealing with complex, technical problems, especially helpdesk and technical support staff.

Duration

2 days

Content

- What makes a good problem-solver?
- Barriers to effective problem-solving
- Step 1 - Problem recognition and definition
 - Information collection
 - Brainstorming techniques
 - The problem definition
- Step 2 - Problem cause analysis
 - Uncovering causes
 - Option evaluation
 - Verification and testing
- Step 3 - Developing the resolution approach
 - The solutions hierarchy
 - Considering the problem impact
 - Evaluation and decision-making
- Step 4 - The resolution plan
 - Elements of the plan
 - Gaining acceptance and agreement
 - Contingency planning
- Keeping the customer informed

Learning Methods

Trainer's input, discussion and numerous practical exercises make this an exciting, enjoyable and motivating programme.

**Best Practice
Training & Development Ltd**

t +44 (0)1923 225225
f +44 (0)1923 224100
info@bestpractice.uk.com
www.bestpractice.uk.com