# IT Problem Management and Root Cause Analysis for Government

**TRAINING**

**Break the Cycle: Ditching Band-Aids for Lasting Solutions**

Facilitated by
**KIRK PENN**
Founder, CEO & ITSM
Improvement Expert

**Online → 21 & 28 March 2024**

PUBLIC SECTOR NETWORK

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## Overview

The practice of Problem Management and Root Cause Analysis (PMRCA) holds significant importance in Australia and New Zealand, driven by the substantial financial costs associated with IT incidents and the need for reliable IT services.

A report by the Australian Information Industry Association (AIIA) reveals that IT incidents and downtime cost Australian businesses over $9 billion annually, with an average cost of $108,000 per hour of downtime. Effective PMRCA can significantly reduce these costs by addressing the root causes of incidents and preventing their recurrence. Similarly, in New Zealand, government agencies recognise the importance of these practices in maintaining service reliability. By addressing problems at their root, organisations in New Zealand can improve service availability and reduce the impact of IT incidents on their operations.

This course addresses several challenges faced by potential participants, including the financial burdens of IT incidents and service disruptions, the complexities introduced by digital transformation, regulatory compliance issues, and the increasing complexity of systems and processes. Participants will gain a systematic approach to identify, investigate, and resolve issues efficiently while adhering to government compliance and security standards. It will equip you with the essential skills to navigate these challenges and optimise their operations, especially relevant in the current environment.

## Who Should Attend

- IT Managers and Directors
- IT Incident Managers
- IT Problem Managers
- System Administrators
- Security Analysts/Officers
- Network Administrators
- IT Support Staff
- IT Project Managers
- Compliance IT and Audit Officers
- Incident Report Analyst
- IT Operations

## Why Attend

- **Convenience:** Attend from any location with internet access.
- **Interactive Learning:** Engage with diverse digital tools and resources.
- **Recorded Sessions:** Review or catch up on content at your own pace.
- **Networking Opportunities:** Connect with your public sector peers.

## Learning Objectives

- **Holistic Problem Understanding:** Participants will gain the ability to delve deep into problems, distinguishing between surface-level symptoms and underlying root causes. They will develop a comprehensive understanding of the issues they encounter, enabling them to address the core problems rather than just addressing the symptoms.

- **Root Cause Identification Mastery:** This training will equip learners with a variety of proven methodologies and tools for root cause analysis, such as the 5 Whys, Fishbone Diagram, Kepner Tregoe and Scatter Diagram. Participants will become adept at selecting the most suitable method for different situations and effectively identifying the fundamental reasons behind problems.

- **Practical Solution Development:** Participants will learn how to develop practical, actionable solutions to tackle root causes. They will gain insights into not only addressing the immediate problem but also implementing sustainable changes to prevent recurrence. This skill is valuable in both personal and professional problem-solving scenarios.

- **Data-Driven Decision-Making:** Learners will embrace data-driven decision-making by acquiring the ability to collect, analyse, and interpret data to support their problem-solving efforts. This outcome will lead to more informed and effective decisions, contributing to better outcomes in various aspects of work and life.

- **Continuous Improvement Integration:** Beyond isolated problem-solving, participants will adopt a mindset of continuous improvement. They will learn how to embed problem management and root cause analysis into their daily routines, fostering a culture of ongoing enhancement, reducing organisational inefficiencies, and enhancing overall performance.

# Meet Your **Facilitator**

**Facilitated by**
**KIRK PENN**
Founder, CEO & ITSM
Improvement Expert

Kirk is a certified ITIL expert and Six Sigma Green Belt. He has worked on a variety of ITSM based transformation programs for more than 20 public and private organisations over the past 15 years, including Utilities, Telecommunications, Banking & Finance, Government & Public Sector, Real Estate & Transportation industries. He builds internal client teams and capabilities, partners with external service providers and mobilises Service Management Specialist experts to deliver successful outcomes for his clients. He is regularly called on by senior leaders and executives to provide ITSM strategy and guidance on complex projects across Asia Pacific.

## Preparation

**This training session is highly interactive with group activities and discussions throughout. Come prepared with some current challenges you are facing in your organisation.**

To participate you'll need:

- A computer with camera and microphone
- Strong internet connection
- Quiet, well-lit space
- Current challenges you are facing

## Register Early & Save

| Extra Early Bird | Early Bird | Standard Price |
|---|---|---|
| Register by 19th Jan | Register by 16th Feb | Register by 20th Mar |
| $795 + GST | $995 + GST | $1,195 + GST |
| Save $400 | Save $200 | - |

## CLICK HERE TO REGISTER

*Group Discounts Available - Contact Registration at

registrations@publicsectornetwork.com or Call on **(02) 9057 9070**

# Explore the Agenda

**10:00am**    **Opening Remarks**
- Welcome
- Introductions
- Overview and Setting Expectations

## Module 1: Introduction to PMRCA

**10:20am**    **What is Problem Management & Root Cause Analysis**
- What is Problem Management?
- Why is it Important?
- The benefits of Problem Management in the context of the public sector

**11:05am**    **Understanding the Process**
- An overview of the process and phases
- Key Inputs: Risk Management & Data-Driven Decision Making
- Important roles, tasks and activities
- Framing the problem and Permanent Corrective Action PCA

**12:00pm**    **Break**

## Module 2: Tools and Techniques

**12:45pm**    **Exploring Problem Management Tools**
- An introduction to Problem Management Repository and Tools
- Establishing the Problem Management Repository
- Challenges and strategies to address them

**1:15pm**    **Uncovering Root Cause Analysis Techniques**
- 5 Whys of RCA
- Diagrams and mapping tools: Kepner Tregoe, Fishbone diagrams, scatter diagrams
- Best practices and evaluating the pros and cons of the techniques described earlier

**2:00pm**    **Homework Briefing:** Identify 1-2 examples from day-to-day organisation and apply the Root Cause Analysis activities to these as a group.

**Please note:** Remove any specific organizational aspects out .

**02:15pm**    **Closing Remarks**

**02:30pm**    **End of Day 1**

# Explore the Agenda

**10:00am**  **Welcome and Recap**

## Module 3: Action Plans and Challenges

**10:15am**  **Group Discussion and Review**
- Walkthrough
- Q & A from Module 1 & 2

**10:30am**  **Developing Action Plans for Root Cause Analysis**
- Key questions to ask before you get started
- Gathering data and building insights
- Case studies and best practice

**11:00am**  **Collaboration and Engagement**
- Engaging with stakeholder and working across multi-disciplinary teams
- Setting up forums and enabling collaboration

**11:30am**  **Developing Action Plans for Root Cause Analysis**
- An overview of the process and phases
- Key Inputs: Risk Management & Data-Driven Decision Making
- Important roles, tasks and activities
- Framing the problem and Permanent Corrective Action PCA

**12:00pm**  **KPIs and Measures**
- Discuss and uncover KPIs and measures of success
- Understanding how to monitor progress

**Challenges and Risks**
- Investigating the challenges
- Discussing limiting factors
- Strategies to mitigate risks

**12:30pm**  **Break**

## Module 4: PMRCA as BAU

**1:00pm**  **Integrating Problem Management and Root Cause Analysis in BAU**
- Compliance, Standards and Security Related Problem Resolution
- Embedding Problem Management and Root Cause Analysis within Major Incident Management frameworks
- Obstacles to operationalising PMRCA

**1:45pm**  **Activity**
- Presentation and sharing of homework
- Feedback and Troubleshooting
- Next steps and takeaways

**02:15pm**  **Closing Remarks**

**02:30pm**  **End of Day 1**

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## Get In Contact

CONNECTING GOVERNMENT
**PUBLICSECTORNETWORK.COM**

**AUSTRALIA / NEW ZEALAND**
**P** +61 2 9057 9070
**E** info@publicsectornetwork.com

**USA / CANADA**
**P** +1 (647) 969 4509
**E** contact@publicsectornetwork.com

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