

# Webinar Highlights How Kepner-Tregoe® Methodology Maximizes Service Performance

*5 Scenarios when applying a step-by-step approach to troubleshooting will bring benefits to IT organizations*

ROTTERDAM, THE NETHERLANDS, November 30, 2015 /EINPresswire.com/ -- If you offer IT consulting, you may have noticed that more and more IT service organizations are handling increased volumes of incidents. Are you looking for effective solutions to relieve your customers' pressure points? Well, here's where [Kepner-Tregoe®](#) (KT) comes in. Join ITpreneurs webinar on December 3 which shows how KT methodology helps IT organizations maximize service performance.

Service capability gap is widening, to a large extent, due to technological complexity. Incident management and problem management are more crucial than ever to the stability and availability of IT. The consistency and quality of incident and problem management can offer a competitive advantage to organizations. The KT methodology is recommended by ITIL® as a best practice for problem analysis in the official Service Operation publication. By adopting the KT methodology, IT professionals can apply a common step-by-step approach to troubleshooting.



Enrich your customers' ITSM journey

Since 2012, ITpreneurs has partnered with KT to offer a portfolio of training and certification catered for IT professionals working in problem and incident management, help-desk and service support. IT consulting and training companies in many parts of the world have since included this training and certification in their portfolio to introduce their customers to the time-tested KT concepts of Situation Appraisal, Problem Analysis, Decision Analysis and Potential Problem Analysis.

Participants in the December 3 Webinar will hear from Marcel Foederer, Master Trainer at ITpreneurs and Madeleine Townsend, IT Service & Governance Specialist at Foster Melliard, South Africa, on

some concrete examples on how organizations can make better decisions and minimize negative business impact when they use a proactive approach to address problems and incidents.

#### Webinar

Thursday, December 3, 2015

5:00 pm CET | 11 am EST ([view in your timezone](#))

Register for the webinar [online](#)

#### About ITpreneurs

ITpreneurs provides IT training content and services to training providers worldwide. We'll help you keep up with changes, scale your business and increase your profitability. Learn how we add value to your IT training business [www.itpreneurs.com/company](http://www.itpreneurs.com/company)

Connie Tai

ITpreneurs Netherlands BV

107110260

[email us here](#)

---

This press release can be viewed online at: <http://www.einpresswire.com>

Disclaimer: If you have any questions regarding information in this press release please contact the company listed in the press release. Please do not contact EIN Presswire. We will be unable to assist you with your inquiry. EIN Presswire disclaims any content contained in these releases.

© 1995-2015 IPD Group, Inc. All Right Reserved.