

## WHAT IT IS

*Imagine if you had problem solving tools that would ensure both Dev and Ops stakeholders arrive at consensus solutions.*

**DevOps activities** are constantly being balanced between “speed” and “stability” and if the team does not have specific user-friendly and speedy problem solving templates to help them reach consensus on new solutions, they will not achieve their target dates and outcomes. The RAPID Resolution tools provided in this workshop will ensure they get the following right, the key to their success:

**PROCESS** – The secret of nimble DevOps problem solving is in the user-friendly structure of the thinking approaches. The processes will guide the diverse group members through tested “under pressure” worked questions to enable them to arrive at consensus and a validated solution, first time every time.

**PEOPLE** – You’ll realize the potential benefits of different stakeholders and you need different people from different areas to provide a holistic assessment of the problem situation to enable them to leverage a unique solution.

This is accomplished through the use of templates and questions that will challenge the team to leverage what they already know and how to use that to arrive at quick and mutually supported effective decisions. The “margin of excellence” however, is found in the problem solver who understands the usefulness of structure in extracting innovative ideas with different stakeholders. We see the “diversity” as a benefit rather than a challenge.



## CONTENTS

*Utilize the KEPNERandFOURIE®*

*RAPID Resolution thinking processes and templates to:*

- Quickly identify the challenge being faced and how to address them effectively
- Perform a Decision Triage quickly and correctly to agree on what decision to make or solution to be found
- Identify the most appropriate information sources (SMEs) to collaborate with
- Quickly identify the underlying reasons for errors and defects
- Mutually identify the technical event that triggered the error and how to remove it
- Using a “Requirements Tool” to ensure alignment of expected outcomes and stop “scope creep” in its tracks
- Using a quick “Prioritization Tool” to identify the core issue and how to proceed
- Identify critical risks on a visual risk-balancer to allow the teams to take effective mitigation actions

## ANTICIPATED OUTPUTS

*What you would acquire in these two days!*

- The realization that even a complex incident can be reduced to one OBJECT and one FAULT
- Remove the difficulty teams have in understanding what is happening and establish the correct starting point quickly and efficiently
- The importance of the KEPNERandFOURIE 6 C’s in terms of Communication, Cooperation, Collaboration, Consistency, Consensus and Conflict in all aspects of DevOps teams executions
- Strategies on how to improve responsiveness through improved relationships that would ensure quality deployment and improved bottom line results
- The absolute importance of asking the “right question to the right person to get to the right factual data”
- The realization that building alliances through alignment practices would culminate in joint responsibility and problem solving practices
- The understanding that a standard template could create consensus and commitment for a joint decision that would improve chances for implementation success



## UNIQUE RAPID TOOLS

- Discovery Analysis
- Stakeholder Analysis
- Key Requirements Analysis
- Priority Setter
- Consensus Seeker
- Idea/action Generator
- Incident Restoration
- Solution Design Analysis
- Solution Innovator
- Risk Analyzer

**EARN  
PROFESSIONAL  
PROBLEM  
SOLVER  
CERTIFICATE &  
16 PDUs**

**FACILITATOR**

**Mat-thys Fourie**

*Dr. Mat-thys Fourie is currently chairman of Thinking Dimensions Global and Managing Director of Thinking Dimensions USA and Thinking Dimensions Singapore and still works selectively with some of his clients. He is also co-author and co-designer of the KEPNERandFOURIE® methodologies.*



**WHAT OUR CLIENTS ARE SAYING**  
*About the Rapid DevOps approach!*



*"Who would have thought a little extra attention to everyday project concepts could yield such extraordinary results?"*

– COO Global Merchant Bank

*"This approach with its visual templates is what we always needed. This has made collaboration with our cross-silo peers so much more effective"*

– Senior Director Applications: Medical Software Company

*"It sounded so much like 'old' project techniques with a new jacket, but what a difference it made to our staff working together in teams on challenging target dates and restrictive budgets".*

– VP-Infrastructure Electronic Goods Manufacturer

*"This stuff is not new, but using the structured tools really leveraged what we always wanted to do without having had to break down walls"*

– Portfolio Manager for a NSW Government Agency

**IN-HOUSE OPTIONS**



One of the more popular vehicles for assessing the tangible benefits of the KEPNERandFOURIE® **RAPID DevOps Problem Solving** approach is to deliver on-site training and on-the-job coaching. Conducting a workshop in-house gives you the opportunity for maximum customization and immediate return on investment on one of your vexing and long outstanding problem situations. (ROI).

This approach addresses your unique challenges and provides for a more personal learning experience as more than 50% of the workshop is spent on your own company issues & challenges. Participants would address their own concerns at the workshop with facilitator feedback to improve performance even further. For more information on this, please contact [mat-thys@thinkingdimensions.com](mailto:mat-thys@thinkingdimensions.com).

**TOP 5 REASONS TO INVEST IN THIS WORKSHOP**

1. Develop highly effective cross-silo teams that would deliver results in at least ½ the time and within budget and still being friendly towards colleagues afterwards.
2. Improve agility in approaching agile and waterfall projects to 'eliminate' project delays and downtime.
3. Eliminate wasteful "trial and error" practices and resulting redundant activities.
4. Effectively break down the silo-culture and replace it with a sharing and collaborative culture supporting the **DASA™ (DevOps Agile Skills Association)** skills and knowledge practices.
5. Promote joint responsibility, mutual problem solving and consensus implementation strategies.

*KEPNERandFOURIE® Thinking Technologies traces its origins back to 1997. It was then that Dr. Chuck Kepner & Dr. Matt Fourie collaborated on the design and delivery of root cause analysis approaches for IT Professionals to some of the leading companies in the world. IT Houses that required – better, faster and more flexible techniques to improve up time performance.*

*For more information, please go to:*

<http://www.thinkingdimensions.com/itsci>