

Determine how much Kepner-Tregoe® to use based upon different ITIL® incident scenarios

Kepner-Tregoe process	Kepner-Tregoe basic step, action or technique	Incident scenarios					ITIL Incident management activity
		"I do not need to know the cause... ¹ "	"I know the cause"	"I think I know the cause"	"I have some ideas of the cause"	"I have no idea of the cause"	
Situation Appraisal	Identify concerns	X	X	X	X	X	Identification, logging, categorization ² , prioritization
	Set priority	X	X	X	X	X	
	Plan next steps	X	X	X	X	X	
	Plan involvement	X	X	X	X	X	
Problem Analysis	State the problem			X	X	X	Initial diagnosis (service desk) and/or Investigation and diagnosis (support group) ³
	Specify the problem				X	X	
	Use knowledge and experience to identify possible causes				X	X	
	Use distinctions and changes to identify possible causes					X	
	Test possible causes				X	X	
	Determine the most probable cause				X	X	
	Confirm true cause			X	X	X	
Decision Analysis	Choose action ⁴	X	X	X	X	X	Resolution and recovery ⁵
Potential Problem Analysis	Fix it ⁶	X	X	X	X	X	
							Closure ⁷
	Think beyond the fix ⁸		X	X	X	X	'Problem management' ⁹

¹ ...because I know a workaround".

² Kepner-Tregoe does not address 'Incident categorization' apart from general questions for clarification.

³ Situation Appraisal should be used every time the incident is handed over to another person or group.

⁴ Rapid or full application. Click [here](#) to see an example of Decision Analysis rapid application (step 7).

⁵ Change management should control the implementation of the resolution.

⁶ Could just be a simple action or could trigger Potential Problem Analysis to manage risks.

⁷ Kepner-Tregoe does not address 'Incident closure'.

⁸ Kepner-Tregoe categorizes 'Think beyond the fix' as a Problem Analysis technique. The technique is closely related to ITIL Problem management (prevent recurrence).

⁹ Click [here](#) if you want to know more about how Kepner-Tregoe can improve your ITIL processes.