

BeProfessionalTheClub®

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Tentang BeProfessionalTheClub®

BeProfessionalTheClub® dan CareerTrack-Training® adalah divisi pelatihan manajemen dari PT. Proesdeem Indonesia—lembaga konsultan manajemen yang sejak tahun 1995 memfokuskan kegiatannya pada penyelenggaraan pelatihan profesional. Pelatihan yang diselenggarakan oleh BeProfessionalTheClub® & CareerTrack-Training® senantiasa memadukan aktualitas dan kualitas kurikulum (modul) pelatihan, pelayanan yang prima, dan kapabilitas instruktur.

Pelatihan yang diselenggarakan oleh BePRO dan CareerTrack senantiasa mengacu pada perkembangan mutakhir dalam pengelolaan perusahaan yang saat ini berorientasi kepada terciptanya *good corporate governance*.

BePRO dan CareerTrack sejak berdiri tahun 1995 senantiasa berusaha mempertahankan kualitas profesional training yang tinggi dengan menerapkan adanya check and control, sehingga professional training yang diselenggarakan dapat

- menjawab kebutuhan para peserta secara komprehensif dan dengan pendekatan aplikatif
- memfokuskan terhadap solusi yang spesifik dan relevan terhadap perkembangan terkini
- memberikan aspek teknik dan aplikatif yang dibawakan oleh para instruktur yang mumpuni
- memfasilitasi kebutuhan soft skill dalam pengembangan karir dan bisnis

Melalui professional training, BePRO dan CareerTrack dapat membantu perusahaan yang ingin berkembang ataupun memperkuat posisi strategisnya dengan memberikan expertis yang dapat meningkatkan kemampuan dalam

- Mengelola prioritas secara efektif
- Membangun budaya kerja yang produktif
- Meningkatkan job value
- Menyelaraskan kemampuan dengan perkembangan serta kebutuhan terkini
- Menciptakan proses, dan professional terbaik bagi perusahaan.

Web Service Links:

www.careertrack.training
www.lpai.co.id
www.theitmp.com
www.lpmisp.org
www.proesdeem.co.id

The purpose of IT Problem Analysis and Management course is to deliver competency and assures that participants have gained knowledge of the terminology, structure and basic concepts of IT Problem Analysis and Management and Incident Management which encompasses processes and has comprehended the processes of Situation Appraisal, Problem Analysis, Decision Analysis and Potential Problem Analysis that support Problem Management and Incident Management.

The course is also intended to enable the participants to start and apply the basic concepts of the processes listed above in Problem Management and Analysis as related to the application and operation of Information Technology system.

The syllabus will guide the design, development and use of training materials as well as training aimed at raising individual's understanding of, and competence in, Situation Appraisal, Problem Analysis, Decision Analysis and Potential Problem Analysis within the framework of Problem analysis and Incident Management.

The syllabus has been designed with ease of reference, extensibility and ease of maintenance in mind.

**This course will deliver in Indonesian and/or English by Our Master Trainer/Instructor: Dr. Ir. Fauzi Hasan, MBA, PMP, CISA, CISSP, SSCP, CISM, CGEIT, CPRC, CSCP, CDCP, and CITM APICS.*

Objectives & Benefits

Participants can expect to gain knowledge and understanding the following issues in IT upon successful and completion of the training such as:

- Handling complex issues (Situation Appraisal).
- Analyzing problems (Problem Analysis).
- Making decisions (Decision Analysis).
- Avoiding future problems (Potential Problem Analysis)
- Understand how these skills assist in the delivery of Incident and Problem Management.
- Improve ability to manage customer problems and escalations.
- Provide managers and engineers with tools to handle issues rationally
- Maximize questioning effectiveness.
- Give techniques for handling complex customer issues.
- Understand how IT Problem Management process fits within participants' jobs.
- Make progress toward resolution of several current customer issues

Target Audiences

- Individuals who require a basic understanding of the rational processes and how they may be used to enhance the quality of Problem Analysis and Management within an organization.
- IT professionals that are working within an organization that has adopted and adapted Problem Management framework and who need to be informed about and thereafter contribute to an ongoing service improvement program. This may include but is not limited to, IT professionals, business managers and business process owners
- Managers involved and related in the IT operations
- IT staff and executives involved in risk management and business process improvement
- Information technology professionals involved in projects that are concerned, in part, with the automation of business processes.

Course Contents and Descriptions

1. Introduction
The purpose of this segment is to highlight and emphasize on:
 - Familiarize candidates to the objectives of the course.
 - Explain the concept of the 'thinking process'.
 - Provide an opportunity for 'candidates' to discover their own issue resolution styles.
 - Overview the steps of KT's rational process of Situation Appraisal, Problem Analysis, Decision Analysis and Potential Problem Analysis.
 - Explain the role that these four processes play in Problem Management and Incident Management.
2. Situation Appraisal
3. Problem Analysis
4. Decision Analysis
5. Potential Problem Analysis
6. Questioning and Listening Skills
7. Problem Analysis Techniques
8. Implementation Techniques
9. Risk Management Maturity and Performance Management
10. IT Risk Management
11. Cases Study

Related Topics:

- ▶ BeRO808 [Project Cost Management](#)
- ▶ BeRO814 [IT Project Management](#)
- ▶ BeRO821 [IT Asset Management](#)
- ▶ BePRO825 [IT Risk Management](#)

Your Schedule	Location	Investment/ Person *)
February 15-17, 2017	Jakarta	IDR 6.750.000
April 25-27, 2017	Bandung	IDR 6.750.000
June 05-07, 2017	Jakarta	IDR 6.750.000
August 14-16, 2017	Bali	IDR 6.750.000
October 23-25, 2017	Jakarta	IDR 6.750.000
December 05-07, 2017	Yogya	IDR 6.750.000
*Exclude Tax, Transportation & Accommodation		

Lokasi & Ketentuan Pelaksanaan:

Jakarta: 46th-50th Floor Wisma 46 – Jl. Jend Sudirman Kav.1– Jakarta Pusat, Sofyan Hotel Group, ASTON Hotel Group atau hotel lainnya;

Bali: B-Hotel atau hotel lainnya;

Bandung: KAGUM Hotel Group / ASTON Hotel Group atau hotel lainnya.

Yogyakarta: ASTON Hotel Groups atau hotel lainnya.

Perubahan lokasi/tempat akan dikonfirmasi melalui undangan seminar.

Jumlah peserta minimal (kecuali ditentukan lain) untuk pelaksanaan di Bali 9(sembilan)orang, Yogya 7(tujuh) orang, Bandung 5(lima) orang, Jakarta 3(tiga) orang sesuai konfirmasi yang kami terima seminggu sebelum pelaksanaan. Dalam hal jumlah peserta kurang dari ketentuan minimal tersebut maka keputusan pelaksanaannya dapat dibicarakan kedua belah pihak untuk mendapatkan solusi terbaik.

Bila Anda menginginkan judul training, jadwal dan lokasi yang berbeda dengan yang telah ditentukan di atas silahkan hubungi Service Center kami melalui Tel: **021-574-8889**, Fax: 021-574-8888, Mobile Phone/SMS/WA: 08815608163 atau email: info@beproseminar.com atau beproseminars@gmail.com