Major Incident Management: Post-Mortems and Root Cause Analysis (RCA) Training Course

Professional Development Training Course Outline

Category	Customer Service and Customer Experience	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s fast-paced IT and business environments, the ability to effectively manage major incidents is critical to minimizing downtime, mitigating risks, and ensuring business continuity. Major Incident Management: Post-Mortems and Root Cause Analysis (RCA) Training Course equips IT professionals, incident managers, and service leaders with advanced skills in post-mortem analysis, root cause investigation, and corrective action planning. Leveraging industry best practices and real-world case studies, this course enables participants to transform incident failures into opportunities for continuous improvement, enhanced operational resilience, and service reliability.

The training emphasizes a hands-on, practical approach, ensuring participants master the end-to-end lifecycle of major incident management, from initial detection and prioritization to conducting thorough Root Cause Analysis (RCA) and implementing sustainable corrective measures. By integrating ITIL-aligned frameworks, problem-solving techniques, and risk management strategies, learners will gain actionable insights to strengthen incident response, enhance cross-functional collaboration, and drive measurable improvements in service quality and customer satisfaction.

Programme Curriculum

Major Incident Management: Post-Mortems and Root Cause Analysis (RCA) Training Course

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Course Duration

5 days

Course Objectives

By the end of this course, participants will be able to:

1. Identify, classify, and prioritize major incidents using ITIL best practices.
2. Conduct effective post-mortem reviews to uncover gaps and improvement opportunities.
3. Perform comprehensive Root Cause Analysis (RCA) for recurring incidents.
4. Apply incident escalation protocols and communication strategies.
5. Develop actionable corrective and preventive action plans.
6. Implement risk mitigation strategies to minimize incident impact.
7. Utilize incident tracking tools and dashboards for data-driven decisions.
8. Enhance cross-functional collaboration during critical incident resolution.
9. Integrate continuous improvement frameworks into incident management processes.
10. Analyze historical incident trends for predictive incident prevention.
11. Measure incident response KPIs and SLAs for performance optimization.
12. Embed resilience and business continuity strategies in IT operations.
13. Leverage real-world case studies and lessons learned for proactive improvements.

Target Audience

1. IT Service Managers
2. Incident Managers and Coordinators
3. IT Operations Teams
4. Problem Management Specialists
5. Service Desk Leads
6. Risk and Compliance Officers
7. DevOps and SRE Professionals
8. Business Continuity and IT Governance Professionals

Course Modules

Module 1: Introduction to Major Incident Management

- Definition and scope of major incidents
- Incident lifecycle and criticality levels
- ITIL alignment and best practices
- Key roles and responsibilities

- **Case Study:** Handling a multi-system outage

Module 2: Incident Detection and Prioritization

- Early warning indicators and monitoring tools
- Severity and impact assessment
- Escalation policies and protocols
- Communication strategies during incidents
- **Case Study:** High-priority incident triage

Module 3: Post-Mortem Analysis Fundamentals

- Purpose and benefits of post-mortems
- Steps for conducting effective reviews
- Documenting lessons learned
- Stakeholder engagement strategies
- **Case Study:** Post-mortem of a service outage

Module 4: Root Cause Analysis (RCA) Techniques

- RCA methodologies: 5 Whys, Fishbone, Fault Tree
- Data collection and evidence analysis
- Identifying contributing and underlying causes
- Preventive action planning
- **Case Study:** Root cause of a recurring network failure

Module 5: Corrective and Preventive Actions (CAPA)

- Designing actionable CAPA plans
- Monitoring and tracking implementation
- Integrating CAPA into IT operations
- Reporting effectiveness and compliance
- **Case Study:** CAPA implementation post-critical incident

Module 6: Communication and Stakeholder Management

- Incident communication frameworks
- Internal vs external stakeholder reporting
- Crisis communication best practices
- Maintaining transparency and trust
- **Case Study:** Communicating a major service disruption

Module 7: Continuous Improvement and Lessons Learned

- Using incident data for process improvements
- Creating a knowledge base
- Feedback loops for IT teams
- Measuring success of improvements
- **Case Study:** Continuous improvement in IT service delivery

Module 8: Advanced Strategies and Tools

- Predictive analytics and incident trend analysis

- Automation in incident resolution
- Integrating ITSM tools for RCA
- KPIs, dashboards, and reporting metrics
- **Case Study:** Using analytics to prevent recurring incidents

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price

23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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