Root Cause Analysis for Repeated Support Issues 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 digital era, organizations face mounting pressure to maintain exceptional customer support while minimizing recurring issues that impact user satisfaction and operational efficiency. Root Cause Analysis (RCA) has emerged as a critical methodology for support teams and IT professionals aiming to identify the underlying causes of persistent problems rather than applying temporary fixes. Root Cause Analysis for Repeated Support Issues Training Course is designed to equip support professionals, analysts, and managers with actionable strategies, advanced problem-solving techniques, and analytical tools to systematically diagnose, resolve, and prevent repeated support issues. Participants will gain insights into leveraging data-driven approaches, incident trending, and evidence-based decision-making to enhance customer experience and operational resilience.

Through immersive, scenario-based learning, this training emphasizes practical application of RCA principles using real-world case studies. Participants will develop competencies in collaborative problem-solving, risk assessment, process optimization, and continuous improvement, ensuring that support teams can address recurring issues efficiently. By mastering root cause identification techniques, participants will not only reduce incident recurrence but also contribute to organizational knowledge retention, improved SLA adherence, and enhanced customer trust. Whether you are a frontline support professional or a team leader, this course provides the frameworks, tools, and methodologies essential for proactive issue resolution and sustainable support excellence.

Programme Curriculum

Root Cause Analysis for Repeated Support Issues Training Course

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Course Duration

5 days

Course Objectives

1. Develop expertise in Root Cause Analysis (RCA) techniques for IT and customer support environments.
2. Enhance problem-solving skills using data-driven approaches to recurring support incidents.
3. Implement incident trend analysis to identify patterns and recurring issues.
4. Apply 5 Whys and Fishbone Diagram methodologies for root cause identification.
5. Utilize analytics and reporting tools for actionable insights into repeated issues.
6. Strengthen process optimization strategies for long-term issue resolution.
7. Foster collaborative troubleshooting within multi-functional teams.
8. Improve customer satisfaction and SLA compliance by reducing recurring incidents.
9. Integrate continuous improvement frameworks to prevent issue recurrence.
10. Identify and mitigate operational risks linked to support inefficiencies.
11. Develop actionable knowledge management practices to capture lessons learned.
12. Enhance decision-making and critical thinking skills under complex scenarios.
13. Apply real-world case studies to implement RCA methodologies effectively.

Target Audience

1. IT Support Analysts and Engineers
2. Customer Service Managers
3. Incident and Problem Managers
4. Quality Assurance Professionals
5. Operations Managers
6. Process Improvement Specialists
7. Technical Support Leads
8. Service Desk Professionals

Course Modules

Module 1: Introduction to Root Cause Analysis

- Definition, importance, and benefits of RCA
- Types of recurring support issues
- Overview of common RCA methodologies
- Key performance indicators for RCA success
- **Case Study:** Analyzing a high-volume IT support issue

Module 2: Problem Identification and Data Collection

- Techniques for incident logging and documentation
- Data gathering tools for RCA
- Understanding symptoms vs. root causes
- Prioritizing recurring issues
- **Case Study:** Support ticket analysis in a software company

Module 3: RCA Tools and Techniques

- 5 Whys Analysis
- Fishbone (Ishikawa) Diagram
- Pareto Analysis for issue frequency
- Failure Mode and Effects Analysis (FMEA)
- **Case Study:** Manufacturing support incident resolution

Module 4: Incident Trend Analysis and Pattern Recognition

- Using data analytics to identify recurring issues
- Visualizing trends with charts and dashboards
- Correlation vs. causation in repeated problems
- Risk assessment techniques
- **Case Study:** Telecom support trend identification

Module 5: Collaborative Problem-Solving

- Building cross-functional RCA teams
- Facilitating brainstorming sessions
- Conflict resolution during RCA
- Best practices for team communication
- **Case Study:** Cross-departmental IT incident resolution

Module 6: Implementing Solutions and Preventive Actions

- Designing effective corrective actions
- Monitoring solution effectiveness
- Continuous improvement cycle integration
- Documentation for knowledge retention
- **Case Study:** Preventing repeated software crashes

Module 7: Knowledge Management and Reporting

- Creating RCA reports and dashboards
- Sharing lessons learned organization-wide

- Standardizing documentation practices
- Metrics for RCA effectiveness
- **Case Study:** Knowledge base creation for recurring support issues

Module 8: Advanced RCA for Complex Environments

- Handling multi-root cause problems
- Leveraging AI and analytics for RCA
- Predictive problem prevention strategies
- Case study-driven decision making
- **Case Study:** RCA in cloud service incident management

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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