

Incidents: Troubleshooting & Fault Management

Level: Intermediate

Duration: 2 Days

Objectives

- Understand the fundamentals of incident management in traffic systems.
- Apply troubleshooting methodologies for traffic control systems.
- Diagnose faults in intelligent transport systems (ITS).
- Minimize downtime through efficient fault management strategies.
- Implement preventive measures to reduce recurring incidents.
- Enhance team coordination during high-pressure incident scenarios.

Modules

Day 1

- Incident management fundamentals and classifications
- Stakeholder roles in incident resolution
- Troubleshooting methodologies and root cause analysis
- Common ITS and traffic system faults
- Hands-on exercise: diagnosing a system failure

Day 2

- Fault detection and isolation frameworks
- Preventive maintenance and predictive monitoring
- Documentation and reporting in incident management
- Team coordination during incident resolution
- Simulation exercise: Managing a major traffic system fault

Target Competencies

- Incident Diagnosis
- Troubleshooting Skills
- Fault Prevention
- Crisis Coordination

Target Audience

- Traffic operations center staff
- ITS engineers and technicians
- Road maintenance supervisors
- Emergency response coordinators