Problem Management For I.T. Departments

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Based on ITIL Service Management Best Practices

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Synopsis

Based on ITIL's Service Management best practices, this book takes a real world look at Problem Management and how to roll this process out in your environment. Topics include:Problem PrioritizationRoles and RelationshipsRoot Cause Analysis TechniquesProblem and Incident ReviewsTesting Root Cause TheoryValue Based Metrics

Book Information

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