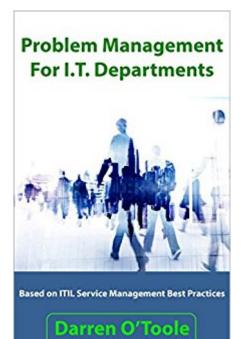
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Problem Management For I.T. Departments





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

File Size: 2267 KB Print Length: 50 pages Simultaneous Device Usage: Unlimited Publication Date: May 7, 2015 Sold by: Â Digital Services LLC Language: English ASIN: B00XCKWQZM Text-to-Speech: Enabled X-Ray: Not Enabled Word Wise: Not Enabled Lending: Enabled Enhanced Typesetting: Enabled Best Sellers Rank: #239,268 Paid in Kindle Store (See Top 100 Paid in Kindle Store) #31 in Books > Computers & Technology > Networking & Cloud Computing > Network Administration > Disaster & Recovery #145 in Books > Computers & Technology > Hardware & DIY > Design & Architecture #193 in Kindle Store > Kindle Short Reads > 90 minutes (44-64 pages) > Computers & Technology

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