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STUDY 1; CASE STUDY 2; APPENDICES; A1 A3 PROBLEM-SOLVING
REPORT TEMPLATE; A2 RISK ASSESSMENT AND MANAGEMENT TABLE;
A3 MAJOR PROBLEM REVIEW TEMPLATE; INDEX; Advert Page; Back Cover

Sommario/riassunto

Problem management is about finding permanent solutions to technical problems and recurring incidents in a business's IT infrastructure. This practical book describes the problem manager role in depth including purpose, required skills and career progression. It also covers relevant tools, standards and frameworks.
