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Nota di contenuto   Cover; Copyright; CONTENTS; FIGURES AND TABLES; AUTHOR; ACKNOWLEDGEMENTS; INTRODUCTION; WHAT THIS BOOK IS ABOUT; WHAT THIS BOOK IS NOT ABOUT; WHY READ THIS BOOK?; BIASES; SECTIONS; CONVENTIONS USED IN THIS BOOK; SECTION 1 - INTRODUCING PROBLEM MANAGEMENT; 1 WHAT IS PROBLEM MANAGEMENT?; OBJECTIVES; SCOPE; PROBLEM MANAGEMENT IS DIFFERENT FROM INCIDENT MANAGEMENT; 2 FACTORS FOR SUCCESS; CHALLENGES; MANAGEMENT SUPPORT; TRAINING; STAKEHOLDER MANAGEMENT; COMMUNICATION; CONSISTENT APPROACH; AGREEMENTS; 3 DEVELOPING THE BUSINESS CASE; WHY HAVE PROBLEM MANAGEMENT?
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| Sommario/riassunto | Problem management is the IT service management process that tends to return more benefits more quickly than any of the others. This book offers real-world guidance on all aspects of implementing and running an effective problem management function. It gives IT practitioners, consultants and managers the tools to add real value to their businesses. |