Record Nr. UNINA9910463709903321 Autore Rudd Colin Titolo Problem manager: careers in IT service management / / Colin Rudd Pubbl/distr/stampa Swindon, [England]:,: BCS The Chartered Institute for IT,, 2014 ©2014 **ISBN** 1-78017-237-0 1-78017-238-9 [1st edition] Edizione Descrizione fisica 1 online resource (241 p.) Collana BCS Guides to IT Roles Disciplina 658.4038 Soggetti Information technology - Management Electronic books. Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Includes index. Note generali Nota di bibliografia Includes bibliographical references and index. Nota di contenuto Cover: Copyright: CONTENTS: LIST OF FIGURES AND TABLES: AUTHOR: FOREWORD: ACKNOWLEDGEMENT: ABBREVIATIONS: GLOSSARY: 1 INTRODUCTION: 2 OVERVIEW OF THE MANAGEMENT OF PROBLEMS: INTRODUCTION TO SERVICE MANAGEMENT; INTRODUCTION TO PROBLEM MANAGEMENT; 3 THE ROLE OF PROBLEM MANAGER; PURPOSE OF THE ROLE; ATTRIBUTES, KNOWLEDGE AND SKILLS; SKILLS FRAMEWORK FOR THE INFORMATION AGE; ROLES AND RESPONSIBILITIES; INTERFACES AND DEPENDENCIES; 4 TOOLS, METHODS AND TECHNIQUES: IMPLEMENTATION. IMPROVEMENT TECHNIQUES AND PRACTICES; PROBLEM ANALYSIS METHODS AND **TECHNIQUES** PROBLEM CONTROL, MEASUREMENT AND REPORTING METHODSMAJOR PROBLEM REVIEWS; PROACTIVE PROBLEM MANAGEMENT; REVIEW AND AUDIT OF PROBLEM MANAGEMENT ACTIVITIES: USE OF PROBLEM MANAGEMENT TECHNIQUES: STANDARDS AND FRAMEWORKS: TOOLS: 5 CAREER PROGRESSION AND RELATED ROLES: 6 CASE STUDIES: CASE 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 Problem management is about finding permanent solutions to technical Sommario/riassunto

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.