

1. Record Nr.	UNINA9910787906703321
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Titolo	Problem management : an implementation guide for the real world / / Michael G. Hall
Pubbl/distr/stampa	Wiltshire, England : , : BCS The Chartered Institute for IT, , 2014 ©2014
ISBN	1-78017-243-5 1-78017-241-9 1-78017-242-7
Edizione	[1st edition]
Descrizione fisica	1 online resource (192 p.)
Disciplina	658.403
Soggetti	Problem solving - Economic aspects
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
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? WHY IS A STRUCTURED APPROACH TO PROBLEM MANAGEMENT REQUIRED? SETTING OUT THE VALUE PROPOSITION; THE PLAN; THE CALL TO ACTION; SAMPLE BUSINESS CASES AND PLANS; SECTION 2 - IMPLEMENTING AND RUNNING PROBLEM MANAGEMENT; 4 THE IMPLEMENTATION PROJECT; IMPLEMENTATION APPROACH; PHASE ZERO: PLANNING AND PREPARATION; PHASE ONE: START-UP; PHASE TWO: CONSOLIDATION; PHASE THREE: STEADY STATE; FURTHER READING: ORGANISATIONAL CHANGE ISSUES; 5 ORGANISING PROBLEM MANAGEMENT AS A FUNCTION; THE ORGANISATIONAL MODEL USED; PEOPLE AND SKILLS; MAPPING THE PROBLEM MANAGEMENT TEAM TO

## THE PROCESS

GOVERNANCE AND PROBLEM ADVISORY BOARD6 REALISING THE BENEFITS OF PROBLEM MANAGEMENT; COMMITMENTS; CLASSIFICATION AND ROOT CAUSE CODE STRUCTURES; FIX THE PROBLEM; MAKE RESULTS AVAILABLE FOR FUTURE USE; EFFECTIVE COMMUNICATION; 7 METRICS, KEY PERFORMANCE INDICATORS AND REPORTING; INTRODUCTION; KEY PERFORMANCE INDICATORS; METRICS; REPORTING; 8 TOOL REQUIREMENTS; MANAGING THE WORKFLOW; MANAGING THE INFORMATION; REPORTING AND COMMUNICATION; AIDS TO SELECTION; 9 WHERE NEXT FOR PROBLEM MANAGEMENT?; PROBLEM MANAGEMENT WITHIN IT; PROBLEM MANAGEMENT OUTSIDE IT; WHERE TO NEXT FOR PROBLEM MANAGERS? SECTION 3 - PROBLEM MANAGEMENT PROCESS AND TECHNIQUES10 PROCESS OVERVIEW; STATES; 11 DETECT AND LOG PROBLEMS; DETECTING PROBLEMS; REACTIVE PROBLEM MANAGEMENT; PROACTIVE PROBLEM MANAGEMENT; LOGGING PROBLEMS; 12 ASSESS, PRIORITISE AND ASSIGN PROBLEMS; ASSESS THE PROBLEM; CATEGORISATION; PRIORITISATION; ASSIGNMENT; 13 INVESTIGATION AND DIAGNOSIS; MAJOR INVESTIGATION FRAMEWORKS; SUPPORTING INVESTIGATION TOOLS; OTHER DEFINITIONS OF PROBLEM, PROBLEM MANAGEMENT, ROOT CAUSE ANALYSIS; ROOT CAUSE QUALITY: GETTING TO 'REAL' ROOT CAUSES; 14 ERROR RESOLUTION; FIND A SOLUTION; THE SOLUTION PROPOSAL APPROVALIMPLEMENTATION; 15 CLOSING PROBLEMS; REVIEW; THE DEFERRED STATE; CLOSURE; MAJOR PROBLEM REVIEW; CONCLUSION; ONLINE RESOURCES; SAMPLE BUSINESS CASES; SAMPLE IMPLEMENTATION PLAN; SAMPLE LAUNCH AND FAMILIARISATION TRAINING; ROOT CAUSE CODES; FURTHER READING; REFERENCES; INDEX; Back Cover

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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.

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