1. Record Nr.   UNINA9910810309903321

   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

   Edizione   [1st edition]

   Descrizione fisica 1 online resource (241 p.)

   Collana   BCS Guides to IT Roles

   Disciplina   658.4038

   Soggetti   Information technology - Management

   Lingua di pubblicazione   Inglese

   Formato   Materiale a stampa

   Livello bibliografico   Monografia

   Note generali   Includes index.

   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

   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.