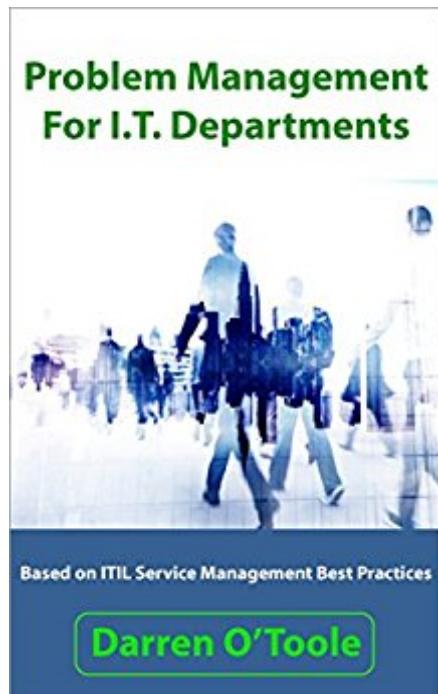


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# Problem Management For I.T. Departments



## Synopsis

Based on ITIL's Service Management best practices, this book takes a real world look at Problem Management and how to roll this process out in your environment. Topics include: Problem Prioritization, Roles and Relationships, Root Cause Analysis Techniques, Problem and Incident Reviews, Testing, Root Cause Theory, Value Based Metrics.

## Book Information

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