Problem Management: An implementation guide for the real world

By Michael G. Hall

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Problem management is the one IT service management process that tends to return more benefits more quickly than any of the others. This book offers practical, real-world guidance on all aspects of implementing and running an effective problem management function. Offering advice and recommendations tailored to different types of organisations, it gives IT practitioners, consultants and managers the tools to add real value to their businesses.

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About the Author
Michael Hall has over 25 years' experience in IT, developing and leading teams, managing change programmes and implementing service management. A specialist in service operations, he implemented problem management as a global function at Deutsche Bank. He is a Chartered IT Professional (CITP) in Service Management.

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