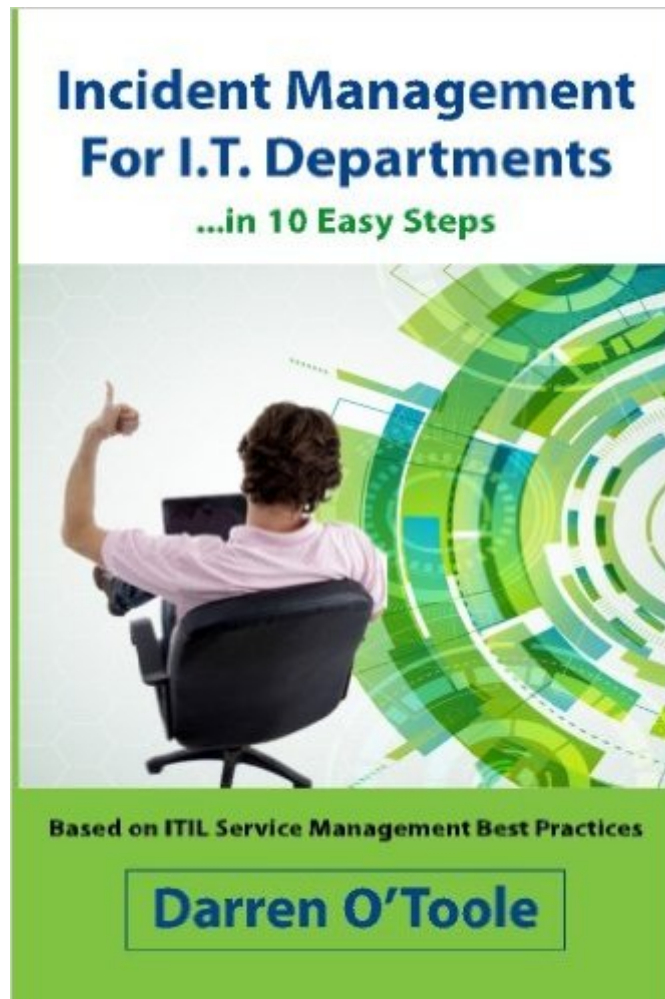


The book was found

Incident Management For I.T. Departments



Synopsis

An in depth look at Incident Management for I.T. departments. 10 simple steps to design and deploy your Incident Management program based on ITIL's best practices. Topics include: Incident Detection Incident Prioritization Response Plans Managing an Incident Escalation Matrix Communications Plans Vendor Management Documentation Bonus Templates The author has over 30 years of leading I.T. departments for some of the world's largest companies. This book goes beyond ITIL's theory with real world experience and recommendations

Book Information

Paperback: 48 pages

Publisher: CreateSpace Independent Publishing Platform; 1 edition (April 4, 2015)

Language: English

ISBN-10: 1511631740

ISBN-13: 978-1511631747

Product Dimensions: 6 x 0.1 x 9 inches

Shipping Weight: 4.3 ounces (View shipping rates and policies)

Average Customer Review: 5.0 out of 5 starsÂ Â See all reviewsÂ (2 customer reviews)

Best Sellers Rank: #1,576,517 in Books (See Top 100 in Books) #91 inÂ Books > Computers & Technology > Networking & Cloud Computing > Network Administration > Disaster & Recovery

Customer Reviews

I bought this book and the Problem Management for IT Departments book by the same author. Both have a lot of great information that you don't normally find in the ITIL theory books. The real world experience tips are really helpful for someone who is looking to improve their incident and problem management processes. Highly recommended!

My team and I gained a great amount of perspective as Darren effectively described a ten-step program to reinvigorate our incident management process. The approach towards the incident scorecard and the incident notification template gave our team good ideas on how we could consider rationally applying to our operations. Thank you very much, Darren, well done!

[Download to continue reading...](#)

Incident Management for I.T. Departments Nautical: Ocean Coloring Books in all Departments; Adult Coloring Books Ocean Life in al; Coloring Books for Adults Ocean Animals in al; Coloring ... in

al; Coloring Books for Adults Disney in al The MLA Guide to the Job Search: A Handbook for Departments and for PhDs and PhD Candidates in English and Foreign Languages Operation Overflight: A Memoir of the U-2 Incident The Curious Incident of the Dog in the Night-Time Incident at Hawk's Hill Root Cause Analysis Handbook: A Guide to Efficient and Effective Incident Investigation (Third Edition) Dead Mountain: The Untold True Story of the Dyatlov Pass Incident Project Management: 26 Game-Changing Project Management Tools (Project Management, PMP, Project Management Body of Knowledge) Agile Project Management: Box Set - Agile Project Management QuickStart Guide & Agile Project Management Mastery (Agile Project Management, Agile Software Development, Agile Development, Scrum) Agile Project Management: An Inclusive Walkthrough of Agile Project Management (Agile Project Management, Agile Software Development, Scrum, Project Management) Agile Project Management: QuickStart Guide - The Simplified Beginners Guide To Agile Project Management (Agile Project Management, Agile Software Development, Agile Development, Scrum) Project Management: Secrets Successful Project Managers Know And What You Can Learn From Them: A Beginner's Guide To Project Management With Tips On Learning ... Project Management Body of Knowledge) Agile Project Management: & Scrum Box Set - Agile Project Management QuickStart Guide & Scrum QuickStart Guide (Agile Project Management, Agile Software ... Scrum, Scrum Agile, Scrum Master) Agile Project Management: For Beginners - A Brief Introduction to Learning the Basics of Agile Project Management (Agile Project Management, Agile Software Development, Scrum) Agile Project Management: QuickStart Guide - The Complete Beginners Guide To Mastering Agile Project Management! (Scrum, Project Management, Agile Development) Supply Chain Management: Strategy, Operation & Planning for Logistics Management (Logistics, Supply Chain Management, Procurement) Management: Take Charge of Your Team: Communication, Leadership, Coaching and Conflict Resolution (Team Management, Conflict Management, Team Building, ... Team Motivation, Employee E) Supply Chain Management: Fundamentals, Strategy, Analytics & Planning for Supply Chain & Logistics Management (Logistics, Supply Chain Management, Procurement) Agile Project Management: Mastery - An Advanced Guide To Agile Project Management (Agile Project Management, Agile Software Development, Agile Development, Scrum)

[Dmca](#)