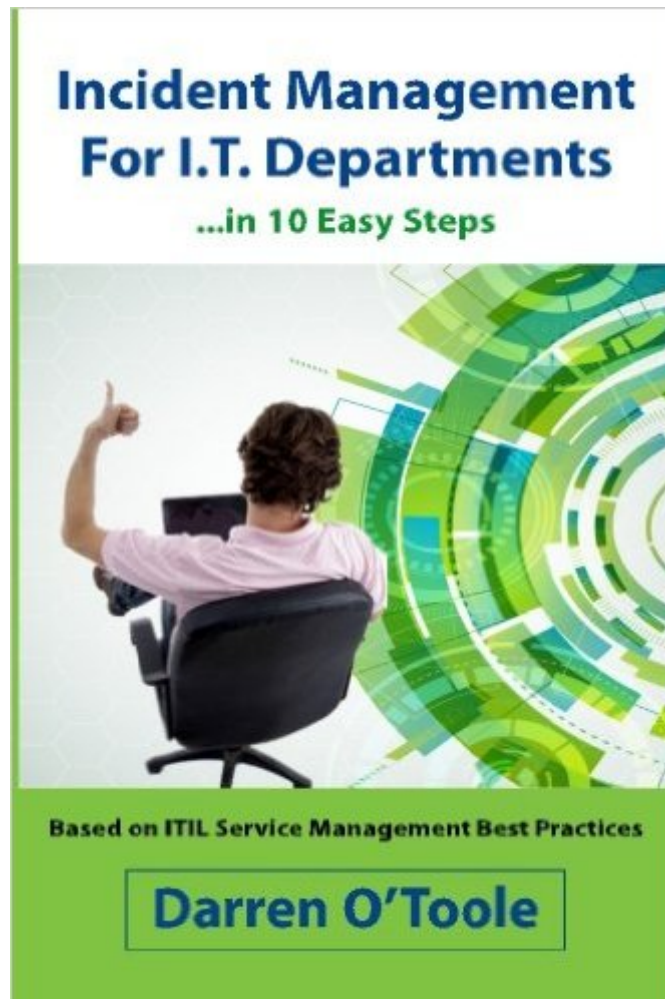


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# Incident Management For I.T. Departments



## 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

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## 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!

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