



**Incident Management Best Practice Handbook:
Building, Running and Managing Effective
Support and Incident Tracking - Ready to Use
Supporting Documents Bringing ITIL Theory into
Practice**

Gerard Blokdiik

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A professional technical roadmap to designing, implementing & operating IT Incident Management, with Goal & Objective, Incident Category Definition & Ticket templates, process diagrams, KPIs, metrics & other resources for organizational implementation.

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