



Incident Management for Operations

Rob Schnepf, Ron Vidal, Chris Hawley

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Software development is morphing from traditional monolithic releases built by Waterfall development teams into continuous software delivery using Agile project management. Since developers are continuously in the code base, operations must understand this constantly evolving environment to operate it and repair it when it breaks. This practical book will help you deliver high-performance, high reliability, process-oriented IT Operations.

- Apply key IMS (Incident Management System) principles to IT operations
- Learn lessons from other high-risk industries on how to manage risk
- Read about real-life case studies, from IT as well as other industries
- Learn how to implement emergency response teams in your organization

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