

# Information Technology Root Cause Analysis Template Doc

The ASQ Pocket Guide to Root Cause Analysis  
Out of the Present Crisis  
Wiley CIAexcel Exam Review 2015 Focus Notes, Part 3  
Information Technology Databases in Networked Information Systems  
Root Cause Analysis  
Root Cause Failure Analysis  
Root Cause Analysis  
Sabiston Textbook of Surgery E-Book  
Root Cause Analysis  
Root Cause Analysis in Process-Based Industries  
Deploying and Managing a Cloud Infrastructure  
Answering the Ultimate Question  
DRACA  
Information Technology  
Managing Service Demand A Practical Guide to Help Revenue Bodies Better Meet Taxpayers' Service Expectations  
Project Management for Information, Technology, Business, and Certification  
The PROACT® Root Cause Analysis  
A Guide to IT Contracting  
Information Technology Governance and Service Management: Frameworks and Adaptations  
Health Care Quality Management  
Patient Safety  
Management and Leadership for Nurse Administrators  
Environmental Management System Development Process  
Selected Readings on Information Technology and Business Systems Management  
Unifying the Applications and Foundations of Biomedical and Health Informatics  
Selected Readings on Information Technology Management: Contemporary Issues  
The Executive's Guide to Information Technology  
Red Hat Enterprise Linux Troubleshooting Guide  
Information Technology Outsourcing Transactions  
Strategic Information Technology and Portfolio Management  
Handbook of Research on Public Information Technology  
Change Management Process for Information Technology  
The Art of Strategic Planning for Information Technology  
Integrity, Internal Control and Security in Information Systems  
Software Engineering Research, Management and Applications  
Root Cause Analysis, Second Edition  
Information Technology Applied to Anesthesiology, An Issue of Anesthesiology Clinics - E-Book  
Information Technology in Health Care  
Lean Management Principles for Information Technology

## The ASQ Pocket Guide to Root Cause Analysis

" TRB's Airport Cooperative Research Program (ACRP) Synthesis 44: Environmental Management System Development Process provides background on the framework of an environmental management system (EMS), explores similarities and differences of the various approaches to an EMS, explains the EMS development process, and highlights lessons learned by airports that have developed an EMS. "

-- Publisher's description.

## Out of the Present Crisis

Of the 28 submitted papers presented here, seven deal with patient safety, eight address various topics of system design, six cover the subject of implementation and four explore patient involvement. The remaining three papers cover the theme of the conference in a broader perspective. --

## Wiley CIAexcel Exam Review 2015 Focus Notes, Part 3

This book provides a Root Cause Analysis methodology for process and equipment

problems with a unique insight on sources and type of problems that appear in process lines.

## **Information Technology**

Root Cause Analysis, or RCA, "What is it?" Everyone uses the term, but everyone does it differently. How can we have any uniformity in our approach, much less accurately compare our results, if we're applying different definitions? At a high level, we will explain the difference between RCA and Shallow Cause Analysis, because that is the difference between allowing a failure to recur or dramatically reducing the risk of recurrence. In this book, we will get down to basics about RCA, the fundamentals of blocking and tackling, and explain the common steps of any investigative occupation. Common investigation steps include: Preserving evidence (data)/not allowing hearsay to fly as fact Organizing an appropriate team/minimizing potential bias Analyzing the events/reconstructing the incident based on actual evidence Communicating findings and recommendations/ensuring effective recommendations are actually developed and implemented Tracking bottom-line results/ensuring that identified, meaningful metrics were attained We explore, "Why don't things always go as planned?" When our actual plans deviate from our intended plans, we usually experience some type of undesirable or unintended outcome. We analyze the anatomy of a failure (undesirable outcome) and provide a step-by-step guide to conducting a comprehensive RCA based on our 3+ decades of applying RCA as we have successfully practiced it in the field. This book is written as a how-to guide to effectively apply the PROACT® RCA methodology to any undesirable outcome, is directed at practitioners who have to do the real work, focuses on the core elements of any investigation, and provides a field-proven case as a model for effective application. This book is for anyone charged with having a thorough understanding of why something went wrong, such as those in EH&S, maintenance, reliability, quality, engineering, and operations to name just a few.

## **Databases in Networked Information Systems**

Learn in-demand cloud computing skills from industry experts Deploying and Managing a Cloud Infrastructure is an excellent resource for IT professionals seeking to tap into the demand for cloud administrators. This book helps prepare candidates for the CompTIA Cloud+ Certification (CV0-001) cloud computing certification exam. Designed for IT professionals with 2-3 years of networking experience, this certification provides validation of your cloud infrastructure knowledge. With over 30 years of combined experience in cloud computing, the author team provides the latest expert perspectives on enterprise-level mobile computing, and covers the most essential topics for building and maintaining cloud-based systems, including: Understanding basic cloud-related computing concepts, terminology, and characteristics Identifying cloud delivery solutions and deploying new infrastructure Managing cloud technologies, services, and networks Monitoring hardware and software performance Featuring real-world examples and interactive exercises, Deploying and Managing Cloud Infrastructure delivers practical knowledge you can apply immediately. And, in addition, you also get access to a full set of electronic study tools including: Interactive Test Environment Electronic Flashcards Glossary of Key Terms Now is the time to learn the cloud computing

skills you need to take that next step in your IT career.

## **Root Cause Analysis**

This book constitutes the refereed proceedings of the 10th International Workshop on Databases in Networked Information Systems, DNIS 2015, held in Aizu-Wakamatsu, Japan, March 2015. The 14 revised full papers presented together with 7 invited papers were carefully reviewed and selected from numerous submissions. The papers are organized in topical sections on big data analysis, information and knowledge management, business data analytics and visualization, networked information resources, and business data analytics in astronomy and sciences.

## **Root Cause Failure Analysis**

There is no easy answer to the question, What is RCA? Some will give a general idea of what Root Cause Analysis (RCA) is designed to accomplish, while others will advocate a specific approach. In this third edition of the best-selling Root Cause Analysis: Improving Performance for Bottom-Line Results, acclaimed experts Robert and Ke

## **Root Cause Analysis**

The DoD's acquisition of weapon systems and modernization of business systems have both been on a list of high-risk areas since 1995. To assist DoD in managing software-intensive systems, Section 804 of the Bob Stump Nat. Defense Authorization Act for FY 2003 required the Office of the Sec. of Defense and DoD component organizations, including the military departments, to undertake certain software and systems process improvement actions. This report assessed: (1) the extent to which DoD has implemented the process improvement provisions of the act; and (2) the impact of DoD's process improvement efforts. Includes recommendations. Charts and tables.

## **Sabiston Textbook of Surgery E-Book**

This book walks readers through an outsourcing transaction step-by-step: analyzing the benefits, selecting vendor, structuring the deal, managing the relationship. Provides managers with an organized methodical approach to the often intimidating prospect of relinquishing absolute control of every aspect of a company's business.

## **Root Cause Analysis**

Do you have recurring problems that are costing you time and money? Unresolved problems do more than aggravate. They can increase costs, lower quality, and drive customers away. Plus, quality management processes, such as ISO 9001, require organizations to have a corrective and preventive action process in place. Root cause analysis is integral to the success of any corrective action or problem-solving process. Unfortunately, root cause analysis is an often maligned,

misunderstood, and misapplied process. Instead of viewing root cause analysis as an opportunity for improvement, many see it only as an admission that things have gone wrong. Root cause analysis should be seen as an opportunity, not a chore. This practical guide offers proven techniques for using root cause analysis in your organization. Inside you'll find: What root cause analysis is When (and when not) to use root cause analysis Who should participate in the root cause analysis process How to construct a root cause analysis checklist Examples of how a well-run root cause analysis process works And much more!

## **Root Cause Analysis in Process-Based Industries**

Fred Reichheld's 2006 book *The Ultimate Question*, that question being, "How likely is it that you would recommend this company to a friend or colleague?"-challenged the conventional wisdom of customer satisfaction programs. It coined the terms 'bad profits' and 'good profits' and pointed to a faster, much more accurate way of gauging customers' real loyalty to a company, introducing a quantitative measure (the Net Promoter Score) for establishing a baseline and effectively tracking changes going forward. Richard Owen and Laura Brooks are co-developers, along with Reichheld, of the methodology behind answering the question. In this book, Owen and Brooks tell how based on a variety of real case studies' to actually embed Net Promoter discipline in organizations of all types.

## **Deploying and Managing a Cloud Infrastructure**

The book is designed so that it can be used by either an existing Change Management Manager who wants to improve the way changes are introduced to their environment or by an organization that is planning to introduce a formal Change Management Process within the information technology group or any other business group. The book provides the following: A framework that allows for the initial creation of a Request for Change (RFC) and all the steps required for a successful implementation including the closure of the RFC; Guidelines which provide checklists of questions to ask to validate the change request; A structured format to conduct the formal Change Advisory Board (CAB) review meetings; Step-by-step procedures to guide all the participants during the life of the change request; Associated roles and responsibilities for each participant involved in the process; Hints and tips to help the Change Manager better manage and control the change process; Metrics to measure the results of the change process; Templates that are useful when creating the change request and assessing the categorization of the change.

## **Answering the Ultimate Question**

"This book presents quality articles focused on key issues concerning technology in business"--Provided by publisher.

## **DRACA**

## **Information Technology**

IT Governance is finally getting the Board's and top management's attention. The value that IT needs to return and the associated risks that need to be managed, have become so important in many industries that enterprise survival depends on it. Information integrity is a significant part of the IT Governance challenge. Among other things, this conference will explore how Information Integrity contributes to the overall control and governance frameworks that enterprises need to put in place for IT to deliver business value and for corporate officers to be comfortable about the IT risks the enterprise faces. The goals for this international working conference are to find answers to the following questions: • what precisely do business managers need in order to have confidence in the integrity of their information systems and their data; • what is the status quo of research and development in this area; • where are the gaps between business needs on the one hand and research I development on the other; what needs to be done to bridge these gaps. The contributions have been divided in the following sections: • Refereed papers. These are papers that have been selected through a blind refereeing process by an international programme committee. • Invited papers. Well known experts present practice and research papers upon invitation by the programme committee. • Tutorial. Two papers describe the background, status quo and future development of CobiT as well as a case of an implementation of Co biT.

## **Managing Service Demand A Practical Guide to Help Revenue Bodies Better Meet Taxpayers' Service Expectations**

In today's challenging health care environment, health care organizations are faced with improving patient outcomes, redesigning business processes, and executing quality and risk management initiatives. Health Care Quality Management offers an introduction to the field and practice of quality management and reveals the best practices and strategies health care organizations can adopt to improve patient outcomes and program quality. Filled with illustrative case studies that show how business processes can be restructured to achieve improvements in quality, risk reduction, and other key business results and outcomes Clearly demonstrates how to effectively use process analysis tools to identify issues and causes, select corrective actions, and monitor implemented solutions Includes vital information on the use of statistical process control to monitor system performance (variables) and outcomes (attributes) Also contains multiple data sets that can be used to practice the skills and tools discussed and reviews examples of where and how the tools have been applied in health care Provides information on root cause analysis and failure mode effects analysis and offers, as discussion, the clinical tools and applications that are used to improve patient care By emphasizing the tools of statistics and information technology, this book teaches future health care professionals how to identify opportunities for quality improvement and use the tools to make those improvements.

## **Project Management for Information, Technology, Business, and Certification**

## **The PROACT® Root Cause Analysis**

This book provides guidance on a whole-of-revenue body approach for managing service demand effectively. It sets out a possible 'model' for governance arrangements based on leading revenue body practice – in this case, Australia.

## **A Guide to IT Contracting**

This cutting-edge issue of Anesthesiology Clinics is divided into two sections. The first covers topics in perioperative clinical information systems (IS), including the following. The anatomy of an anesthesia information management system; vendor and market landscape; impact of lexicons on adoption of an IS; clinical research using an IS, real-time alerts and reminders using an IS; shortcomings and challenges of IS adoption; creating a real return-on-investment for IS implementation (life after HITECH); Quality improvement using automated data sources and reporting; and opportunities and challenges of implementing an enterprise IS in the OR. Section 2 is devoted to computers and covers the following topics. Advanced integrated real-time clinical displays; enhancing point-of-care vigilance using computers; and computers in perioperative simulation and education.

## **Information Technology Governance and Service Management: Frameworks and Adaptations**

Whether it's because of a lack of understanding, poor planning, or a myriad of other things, 50 to 60 percent of the IT effort in most companies can be considered waste. Explaining how to introduce Lean principles to your IT functions to reduce and even eliminate this waste, Lean Management Principles for Information Technology provides t

## **Health Care Quality Management**

Root Cause Failure Analysis provides the concepts needed to effectively perform industrial troubleshooting investigations. It describes the methodology to perform Root Cause Failure Analysis (RCFA), one of the hottest topics currently in maintenance engineering. It also includes detailed equipment design and troubleshooting guidelines, which are needed to perform RCFA on machinery found in most production facilities. This is the latest book in a new series published by Butterworth-Heinemann in association with PLANT ENGINEERING magazine. PLANT ENGINEERING fills a unique information need for the men and women who operate and maintain industrial plants. It bridges the information gap between engineering education and practical application. As technology advances at increasingly faster rates, this information service is becoming more and more important. Since its first issue in 1947, PLANT ENGINEERING has stood as the leading problem-solving information source for America's industrial plant engineers, and this book series will effectively contribute to that resource and reputation. Provides information essential to industrial troubleshooting investigations Describes the methods of root cause failure analysis, a hot topic in maintenance engineering Includes detailed

equipment-design guidelines

## **Patient Safety**

This completely revised, yet comprehensive text provides management concepts and theories, giving professional administrators and students in nursing theoretical and practical knowledge. Management and Leadership for Nurse Administrators, Sixth Edition provides a foundation for nurse managers and nurse executives as well as students with major management and administrative content including planning, organizing, leadership, directing, and evaluating. An additional chapter, titled "The Executive Summary", is included. Management and Leadership for Nurse Administrators, Sixth Edition combines traditional organizational management content with forward-thinking healthcare administration content. This comprehensive Nursing Administration text includes content on: \*complex adaptive systems \*evidence-based practices \*academic and clinical partnerships \*trends in nursing leadership \*implications for education and practice \*creating a culture of magnetism \*information management and technology \*risk management \*legal issues \*building a portfolio Key features of this book include unit openers, learning features and objectives, "Concepts," "Nurse Manager Behaviors," "Nurse Executive Behaviors," quotations, summaries, exercises, review questions, Evidence-Based Practice Research Boxes, case studies, tables, figures, and charts, clinical leader content and content related to the Doctor of Nursing Practice (DNP), and a glossary.

## **Management and Leadership for Nurse Administrators**

### **Environmental Management System Development Process**

Brief, efficient, effective review for the CIA exam Part 3 Wiley CIAexcel Exam Review 2015 Focus Notes, Part 3 provides a concise distillation of the vast amount of material covered on Part 3 of the CIA exam. With an overall focus on Internal Audit Knowledge Elements, this book gives you a simple, complete breakdown of the essential information you need to know. The information is presented in a clear, easy-to-read style, and organized for easy navigation so you can study anytime, anywhere. Polish up your skills and top off your understanding as you quickly run through the key points tested on the exam, and discover any areas that may be in need of further review. Learn where you're strong and where you're weak, so you can target your study time efficiently to give yourself the very best chance of passing the first time around. The Certified Internal Auditor exam is intended to measure the knowledge, skills, and competencies required in the field. As such, it covers a tremendous amount of material and demands a high level of commitment. This study guide helps you organize your thoughts, understand your level of knowledge, and get to where you need to be for exam day. Review a concise breakdown of Part 3 of the CIA exam Master the key knowledge, skills, and abilities Test your understanding to uncover your weak points Gain a comprehensive understanding of the internal auditing profession The CIA exam tests your awareness, understanding, and proficiency of the myriad concepts, tasks, practices, and duties an internal auditor must master. The Wiley CIAexcel

Exam Review 2015 Focus Notes, Part 3 is an invaluable companion for the savvy CIA exam candidate.

## **Selected Readings on Information Technology and Business Systems Management**

Informatics and technology have become an intrinsic part of healthcare management in recent years; it is almost impossible to imagine a modern healthcare system without them. This book presents the proceedings of the 14th annual International Conference on Informatics, Management and Technology in Healthcare (ICIMTH), held in Athens, Greece, in July 2016. The conference treats the field of biomedical informatics in a very broad framework, and the 68 full papers included here examine the research and applications outcomes of informatics from cell to population, including a number of technologies such as imaging, sensors, mobile communications, biomedical equipment and management, as well as legal and societal issues related to the application of health informatics. The book is divided into sections: Biomedical Technology; Clinical Informatics; E-learning and Education; Formalisation of Knowledge, Ontologies, Clinical Guidelines and Standards of Healthcare; Health Informatics; Healthcare Management and Public Health; mHealth and Telemedicine; and Social Media and Health. Also included are two keynote speeches. Covering a wide spectrum of applications, the book will be of interest to all those working in the design, management and delivery of healthcare services whose work involves the development or use of biomedical informatics.

## **Unifying the Applications and Foundations of Biomedical and Health Informatics**

"This book presents quality articles focused on key issues concerning the management and utilization of information technology"--Provided by publisher.

## **Selected Readings on Information Technology Management: Contemporary Issues**

Identify, capture and resolve common issues faced by Red Hat Enterprise Linux administrators using best practices and advanced troubleshooting techniques  
About This Book Develop a strong understanding of the base tools available within Red Hat Enterprise Linux (RHEL) and how to utilize these tools to troubleshoot and resolve real-world issues Gain hidden tips and techniques to help you quickly detect the reason for poor network/storage performance Troubleshoot your RHEL to isolate problems using this example-oriented guide full of real-world solutions Who This Book Is For If you have a basic knowledge of Linux from administration or consultant experience and wish to add to your Red Hat Enterprise Linux troubleshooting skills, then this book is ideal for you. The ability to navigate and use basic Linux commands is expected. What You Will Learn Identify issues that need rapid resolution against long term root cause analysis Discover commands for testing network connectivity such as telnet, netstat, ping, ip and curl Spot performance issues with commands such as top, ps, free, iostat, and vmstat Use tcpdump for traffic analysis Repair a degraded file system and rebuild a software

Identify and troubleshoot hardware issues using dmesg Troubleshoot custom applications with strace and knowledge of Linux resource limitations In Detail Red Hat Enterprise Linux is an operating system that allows you to modernize your infrastructure, boost efficiency through virtualization, and finally prepare your data center for an open, hybrid cloud IT architecture. It provides the stability to take on today's challenges and the flexibility to adapt to tomorrow's demands. In this book, you begin with simple troubleshooting best practices and get an overview of the Linux commands used for troubleshooting. The book will cover the troubleshooting methods for web applications and services such as Apache and MySQL. Then, you will learn to identify system performance bottlenecks and troubleshoot network issues; all while learning about vital troubleshooting steps such as understanding the problem statement, establishing a hypothesis, and understanding trial, error, and documentation. Next, the book will show you how to capture and analyze network traffic, use advanced system troubleshooting tools such as strace, tcpdump & dmesg, and discover common issues with system defaults. Finally, the book will take you through a detailed root cause analysis of an unexpected reboot where you will learn to recover a downed system. Style and approach This is an easy-to-follow guide packed with examples of real-world core Linux concepts. All the topics are presented in detail while you're performing the actual troubleshooting steps.

### **The Executive's Guide to Information Technology**

Increasingly, information technology governance is being considered an integral part of corporate governance. There has been a rapid increase in awareness and adoption of IT governance as well as the desire to conform to national governance requirements to ensure that IT is aligned with the objectives of the organization. Information Technology Governance and Service Management: Frameworks and Adaptations provides an in-depth view into the critical contribution of IT service management to IT governance, and the strategic and tactical value provided by effective service management. A must-have resource for academics, students, and practitioners in fields affected by IT in organizations, this work gathers authoritative perspectives on the state of research on organizational challenges and benefits in current IT governance frameworks, adoption, and incorporation.

### **Red Hat Enterprise Linux Troubleshooting Guide**

The purpose of the 11th International Conference on Software Engineering Research, Management and Applications (SERA 2013) held on August 7 - 9, 2012 in Prague, Czech Republic was to bring together scientists, engineers, computer users, and students to share their experiences and exchange new ideas and research results about all aspects (theory, applications and tools) of Software Engineering Research, Management and Applications, and to discuss the practical challenges encountered along the way and the solutions adopted to solve them. The conference organizers selected 17 outstanding papers from those papers accepted for presentation at the conference in order to publish them in this volume. The papers were chosen based on review scores submitted by members of the program committee, and further rigorous rounds of review.

## **Information Technology Outsourcing Transactions**

Today, organizations have achieved an overall failure rate above 80 percent with Lean, Six Sigma, Lean Six Sigma, and continuous improvement in general. This is certainly not due to a shortage of books, consultants, and other online resources about the methodologies and tools, or the success stories of Toyota and others. However, it is due to a shortage of knowledge and practice about the most critical success factors of improvement: leadership, sustaining infrastructure, behavioral and cultural transformation, and now emerging technology. These factors produce 90 percent of the success with continuous and sustainable improvement; the methodologies and tools represent an irrelevant 10 percent. For decades, most organizations have focused on this quick and easy, irrelevant 10 percent through an endless series of fad, in-vogue improvement programs as they attempt to mimic the best-in-class practices of the most successful organizations. Out of the Present Crisis: Rediscovering Improvement in the New Economy is the contemporary version of Deming's famous 1982 book, "Out of the Crisis." The author builds a solid case for organizations to aggressively pursue the next generation of systematic and sustainable improvement through a combined strategy of Deming's back-to-basics, innovation and breakthrough thinking, integration of emerging and enabling technology, and adaptive improvement across diverse environments and industries. The book's practical, pragmatic style is backed up by many real world examples and personal experiences. If you're looking for another book about Lean or Six Sigma "tools" this is not it. But it is a book about how to achieve lasting success by making improvement the cultural standard of excellence and living code of conduct in organizations. This popular book provides executives with an up-to-date and proven reference guide for rediscovering successful systematic and sustainable improvement in today's economy. The author demonstrates the importance of viewing improvement as a continuous manageable "process" and covers the most critical success factors of leadership, sustaining infrastructure, behavioral and cultural transformation, and emerging technology in a practical, no-nonsense, "how-to-do" style. The book provides specific guidance for all industries including public and private corporations, hospitals, financial services, airlines, municipalities, and federal, state, and local governments.

## **Strategic Information Technology and Portfolio Management**

This best-seller can help anyone whose role is to try to find specific causes for failures. It provides detailed steps for solving problems, focusing more heavily on the analytical process involved in finding the actual causes of problems. It does this using figures, diagrams, and tools useful for helping to make our thinking visible. This increases our ability to see what is truly significant and to better identify errors in our thinking. In the sections on finding root causes, this second edition now includes: more examples on the use of multi-vari charts; how thought experiments can help guide data interpretation; how to enhance the value of the data collection process; cautions for analyzing data; and what to do if one can't find the causes. In its guidance on solution identification, biomimicry and TRIZ have been added as potential solution identification techniques. In addition, the appendices have been revised to include: an expanded breakdown of the 7 M's, which includes more than 50 specific possible causes; forms for tracking causes

and solutions, which can help maintain alignment of actions; techniques for how to enhance the interview process; and example responses to problem situations that the reader can analyze for appropriateness.

## **Handbook of Research on Public Information Technology**

Sabiston Textbook of Surgery is your ultimate foundation for confident surgical decision making. Covering the very latest science and data affecting your treatment planning, this esteemed medical reference helps you make the most informed choices so you can ensure the best outcome for every patient. Consult it on the go with online access at [expertconsult.com](http://expertconsult.com), and get regular updates on timely new findings and advances. Overcome tough challenges, manage unusual situations, and avoid complications with the most trusted advice in your field. Prepare for tests and exams with review questions and answers online. Keep up with the very latest developments concerning abdominal wall reconstruction, tumor immunology and immunotherapy, peripheral vascular disease, regenerative medicine, liver transplantation, kidney and pancreas transplantation, small bowel transplantation, the continually expanding role of minimally invasive and robotic surgery, and many other rapidly evolving areas. Weigh your options by reviewing the most recent outcomes data and references to the most current literature.

## **Change Management Process for Information Technology**

All organizations experience unintended variation and its consequences. Such problems exist within a broad range of scope, persistence, and severity across different industries. Some problems cause minor nuisances, others leads to loss of customers or money, others yet can be a matter of life and death. The purpose of this pocket guide is to provide you with easily accessible knowledge about the art of problem solving, with a specific focus on identifying and eliminating root causes of problems. Root cause analysis is a skill that absolutely everybody should master, irrespective of which sector you work in, what educational background you have, and which position in the organization you hold. The content in this little pocket guide can contribute to disseminating this skill a little further in the world.

## **The Art of Strategic Planning for Information Technology**

Project Management for Information, Technology, Business, and Certification provides you with proven project-management processes, broadly-tested techniques, and solid approaches to successfully manage projects of varying sizes and complexity. IT and business students will find this text useful in educating them on the important role disciplined project management plays in transforming corporate strategy into reality.

## **Integrity, Internal Control and Security in Information Systems**

Most companies relying on an Information Technology (IT) system for their daily operations heavily invest in its maintenance. Tools that monitor network traffic, record anomalies and keep track of the changes that occur in the system are usually used. Root cause analysis and change impact analysis are two main

activities involved in the management of IT systems. Currently, there exists no universal model to guide analysts while performing these activities. Although the Information Technology Infrastructure Library (ITIL) provides a guide to the organization and structure of the tools and processes used to manage IT systems, it does not provide any models that can be used to implement the required features. This thesis focuses on providing simple and effective models and processes for root cause analysis and change impact analysis through mining useful artifacts stored in a Configuration Management Database (CMDB). The CMDB contains information about the different components in a system, called Configuration Items (CIs), as well as the relationships between them. Change reports and incident reports are also stored in a CMDB. The result of our work is the Decision support for Root cause Analysis and Change impact Analysis (DRACA) framework which suggests possible root cause(s) of a problem, as well as possible CIs involved in a change set based on different proposed models. The contributions of this thesis are as follows:

- An exploration of data repositories (CMDBs) that have not been previously attempted in the mining software repositories research community.
- A causality model providing decision support for root cause analysis based on this mined data.
- A process for mining historical change information to suggest CIs for future change sets based on a ranking model. Support and confidence measures are used to make the suggestions.
- Empirical results from applying the proposed change impact analysis process to industrial data. Our results show that the change sets in the CMDB were highly predictive, and that with a confidence threshold of 80% and a half life of 12 months, an overall recall of 69.8% and a precision of 88.5% were achieved.
- An overview of lessons learned from using a CMDB, and the observations we made while working with the CMDB.

## **Software Engineering Research, Management and Applications**

Existing corporate computing is rapidly changing from mainframe facilities to networked. Designed for information managers using new technologies within a corporate setting, this book shows how to assess, develop, execute, and administer successful systems strategies for both immediate and long-term benefit.

## **Root Cause Analysis, Second Edition**

Are you ready and willing to get to the root causes of problems? As Medicare, Medicaid, and major insurance companies increasingly deny payment for never events, it has become imperative that hospitals and doctors develop new ways to prevent these avoidable catastrophes from recurring. Proactive tools such as root cause analysis (RCA), basic failure mode and effects analysis (FMEA), and opportunity analysis (OA) are useful in preventing error, but in healthcare, such tools are often constrained by reticence to share information about mistakes and other problems inherent to the industry. well written and extremely applicable to health care. Every healthcare professional should have a copy. - Matthew C. Mireles, President / CEO, Community Medical Foundation for Patient Safety, Bellaire, Texas Patient Safety: The PROACT® Root Cause Analysis Approach addresses the proactive methodologies and organizational paradigms that must change in order to support and sustain such activities in the interest of patient safety. Written by reliability expert Robert J. Latino, this book provides a

perspective on patient care from outside the health industry and culture. It teaches a proven approach that measures its effectiveness based on patient safety results, rather than compliance, and demonstrates the Return-On-Investment for using RCA to reduce and/or eliminate undesirable outcomes. Addressing the contribution of human error to physical consequences, Latino explores ways to identify conditions that are more prone to result in human error. It also uses FMEA to proactively identify unacceptable risks, and then uses the concepts of RCA to prevent risks from materializing. Are you ready to be tenacious in your approach and completely honest in your assessment? Root Cause Analysis requires courage and honesty. When properly applied RCA will point out the problems and lead you to solutions. Visit the author's website; find out if RCA is right for your organization Robert J. Latino has spent the past 10 years researching the differences in industrial culture versus the healthcare culture. In this book, he expertly makes the appropriate modifications to proven methodologies to successfully bridge the proactive technologies from industry to healthcare. Additional information, including an audio-visual presentation by the author, is available on the PROACT website at <http://www.proactforhealthcare.com>

## **Information Technology Applied to Anesthesiology, An Issue of Anesthesiology Clinics - E-Book**

"This book compiles estimable research on the global trend toward the rapidly increasing use of information technology in the public sector, discussing such issues as e-government and e-commerce; project management and information technology evaluation; system design and data processing; security and protection; and privacy, access, and ethics of public information technology"--Provided by publisher.

## **Information Technology in Health Care**

"The objectives of the proposed book are to provide techniques and tools appropriate for building application portfolios and develop strategies that increase financial performance"--Provided by publisher.

## **Lean Management Principles for Information Technology**

Even leading organizations with sophisticated IT infrastructures and teams of lawyers can find themselves unprepared to deal with the range of issues that can arise in IT contracting. Written by two seasoned attorneys, *A Guide to IT Contracting: Checklists, Tools, and Techniques* distills the most critical business and legal lessons learned through

[ROMANCE](#) [ACTION & ADVENTURE](#) [MYSTERY & THRILLER](#) [BIOGRAPHIES & HISTORY](#) [CHILDREN'S](#) [YOUNG ADULT](#) [FANTASY](#) [HISTORICAL FICTION](#) [HORROR](#) [LITERARY FICTION](#) [NON-FICTION](#) [SCIENCE FICTION](#)