LITHAN

Problem Manage a Server Outage Scenario & an Issue & Change Request Management System

Module Project

Module: NICF Capstone Project using Java

Course: NICF Advanced Certificate in Software & Applications (Development & Deployment)

Start Date	:	**Learner Name**	:
End Date	:	**Enrollment ID**	:
Submission Date	:	**Presentation Date**	:

Document History

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Version Number	Effective Date of release	Summary of Included Changes	Author
1	4th March 2016	First Edition	Satya CVS
2	23rd Jul 2018	Changed for Module 6	Shrinivas K R

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1. Principles of Problem Management

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- Principles of Problem Management
  - …
  - ….

2. Problem Management Example

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- Write briefly on problem management example

3. Tools, Process & Technologies

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- Tools, Process & Techniques

4. Investigation & Diagnosis

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5. Explain Prioritization

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6. Problem Management Solution

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7. Systems you will Implement

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8. Project Milestones & Tasks

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Project Task ID	Project Task Description	Project Milestone ID
1		1
2		1
3		1
5		2
6		3

9. Milestone Feedback & Action taken

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Project Milestone ID	Milestone Feedback received from Tutor / Learning Facilitator	Action Taken (Yes / No)
1		
2		
3		

10. Modifications Made based On Feedback

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11. Project Results

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12. Proposed Improvements

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❑ List of Improvements

- <List areas of improvement which you have identified after completion of the project>
- ……
- ……
- ……
- ……
- ……
- ……