

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 :

End Date :

Submission Date :

Learner Name :

Enrollment ID :

Presentation Date :

Document History

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

S. No.	Description
01	Principles of Problem Management
02	Problem Management Example
03	Tools, Process & Technologies
04	Investigation & Diagnosis
05	Explain Prioritization
06	Problem Management Solution
07	Systems you will Implement
08	Project Milestones & Tasks
09	Milestone Feedback & Action taken
10	Modifications Made based On Feedback
11	Project Results
12	Proposed Improvements

☐ Principles of Problem Management

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2. Problem Management Example

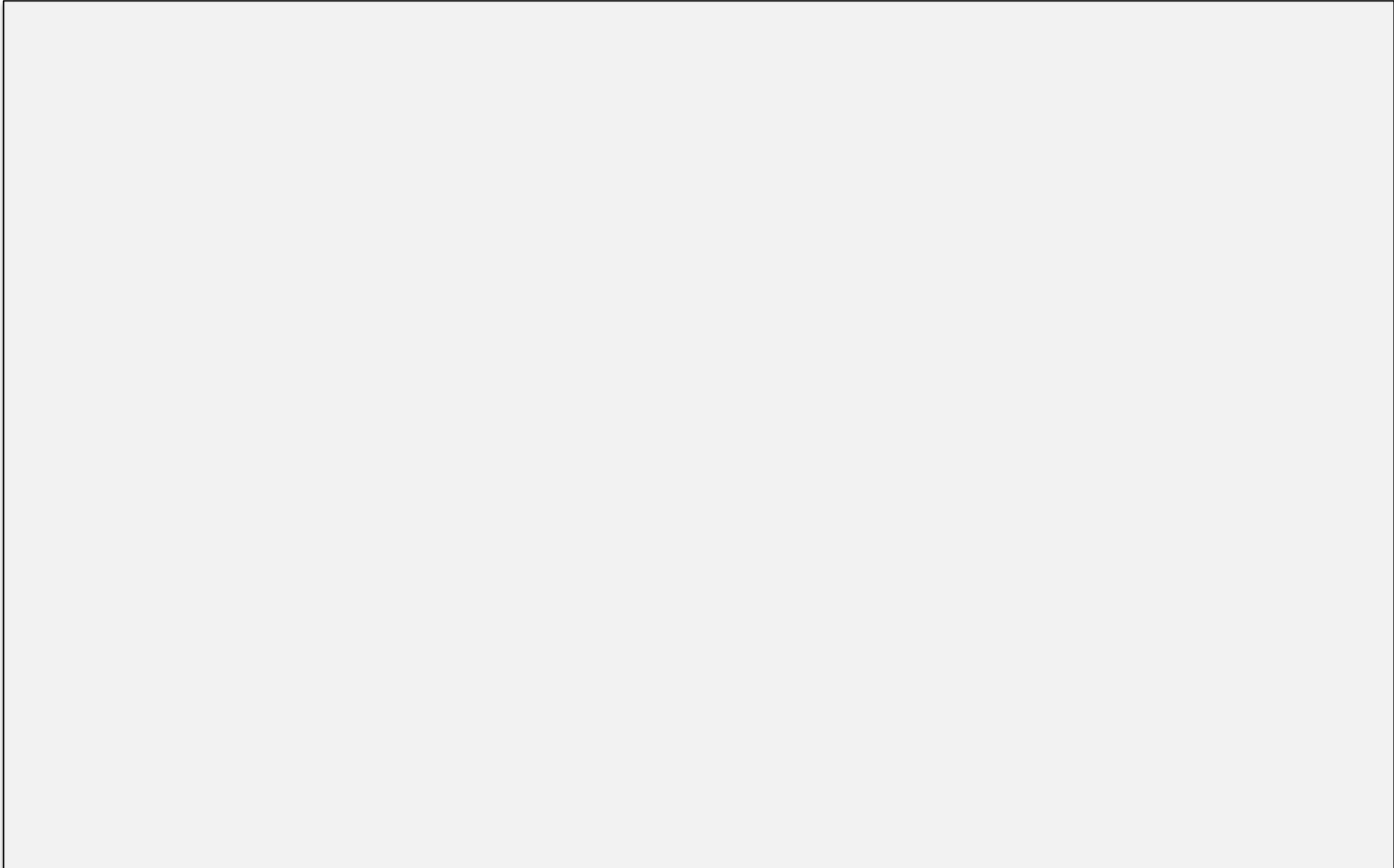
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- ☐ Write briefly on problem management example

☐ Tools, Process & Techniques

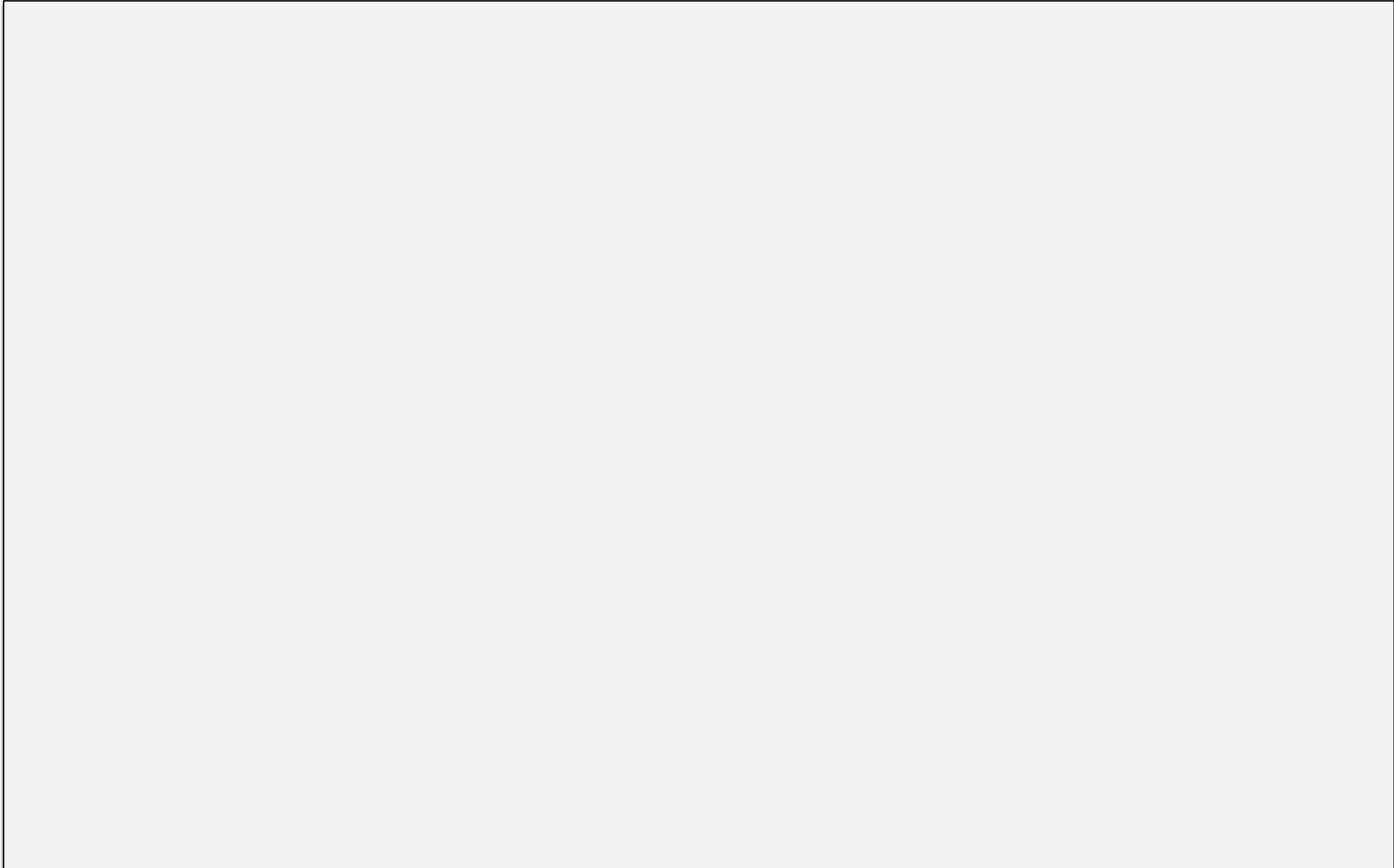
4. Investigation & Diagnosis

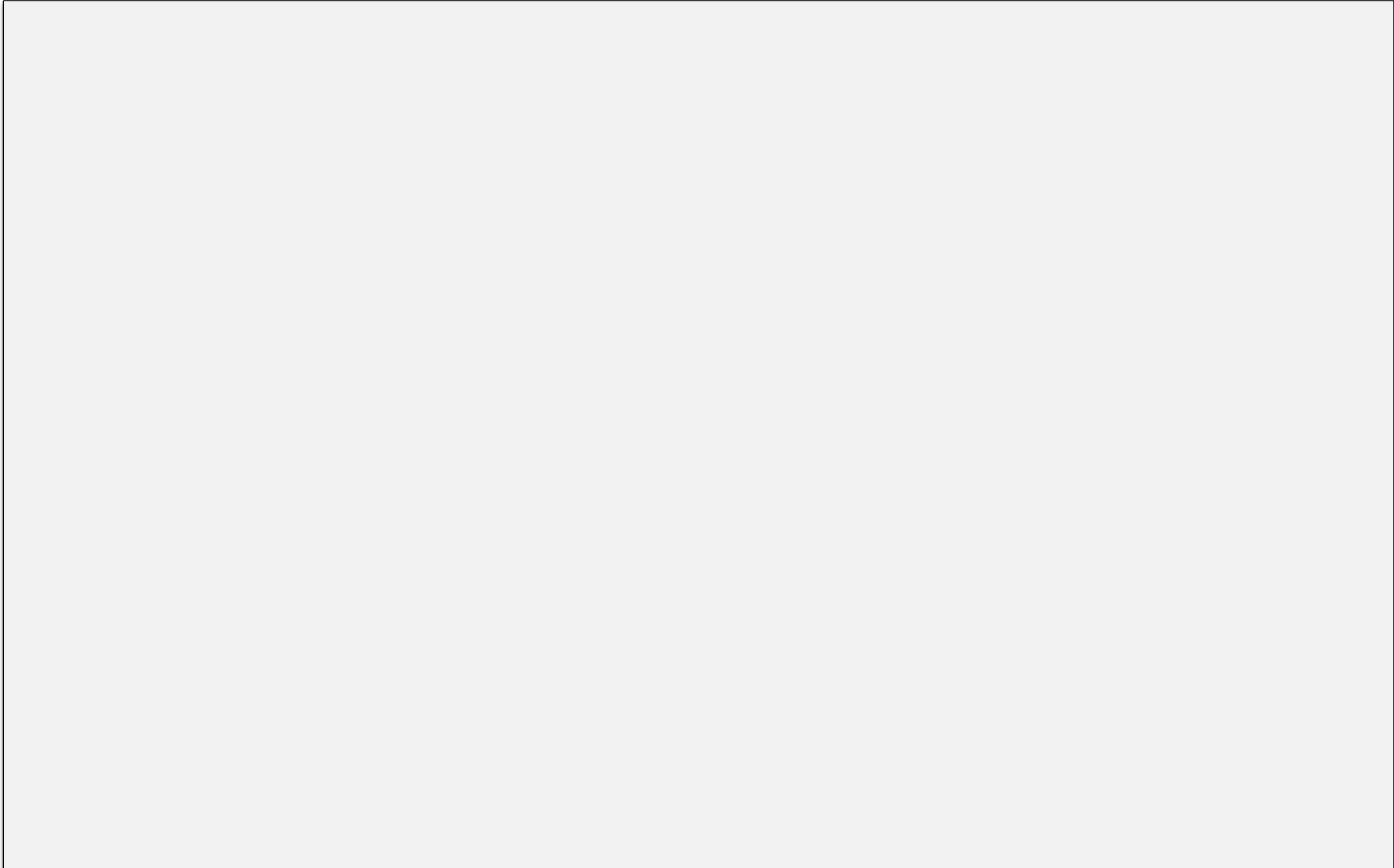
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5. Explain Prioritization

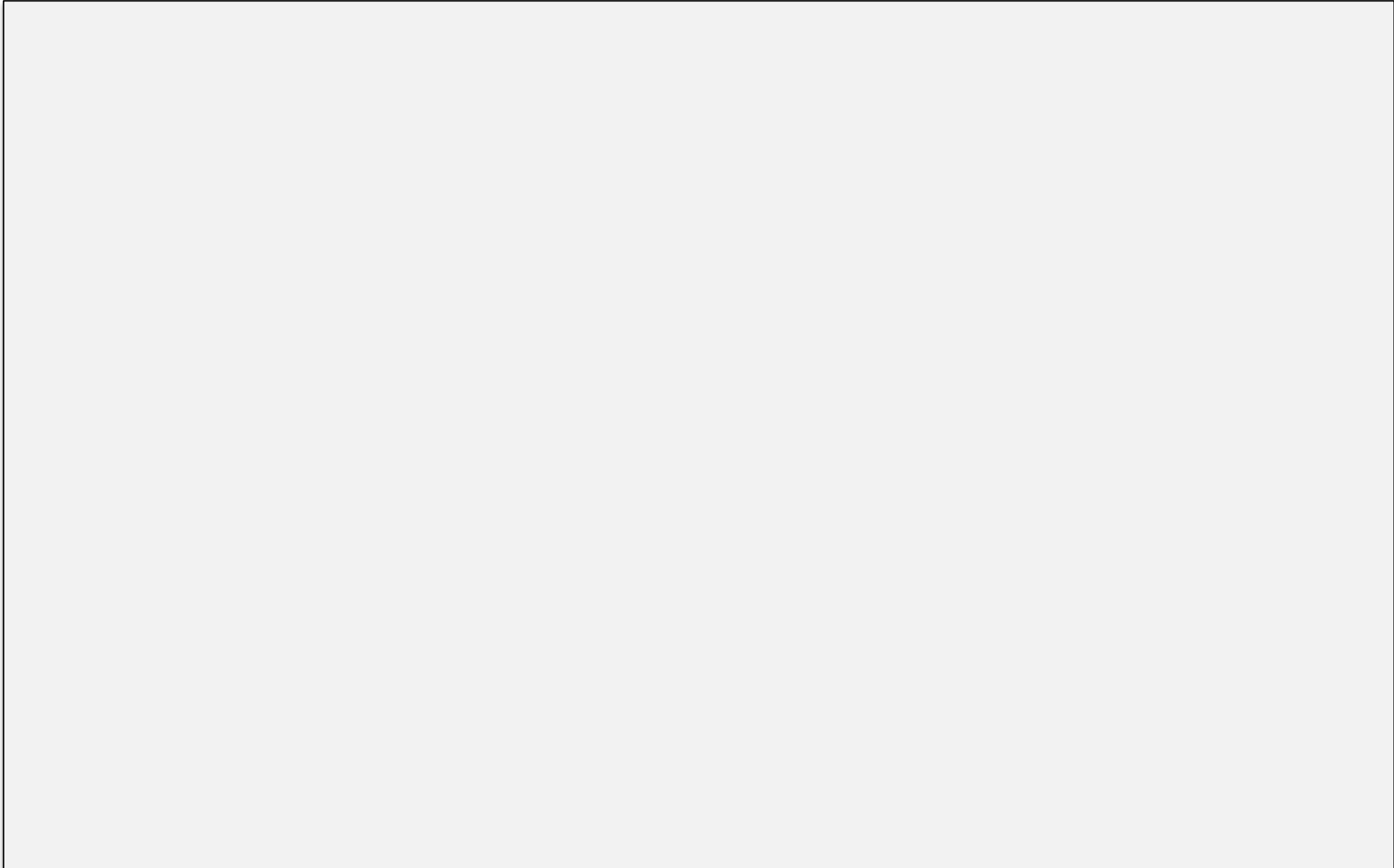
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7. Systems you will Implement

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8. Project Milestones & Tasks

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

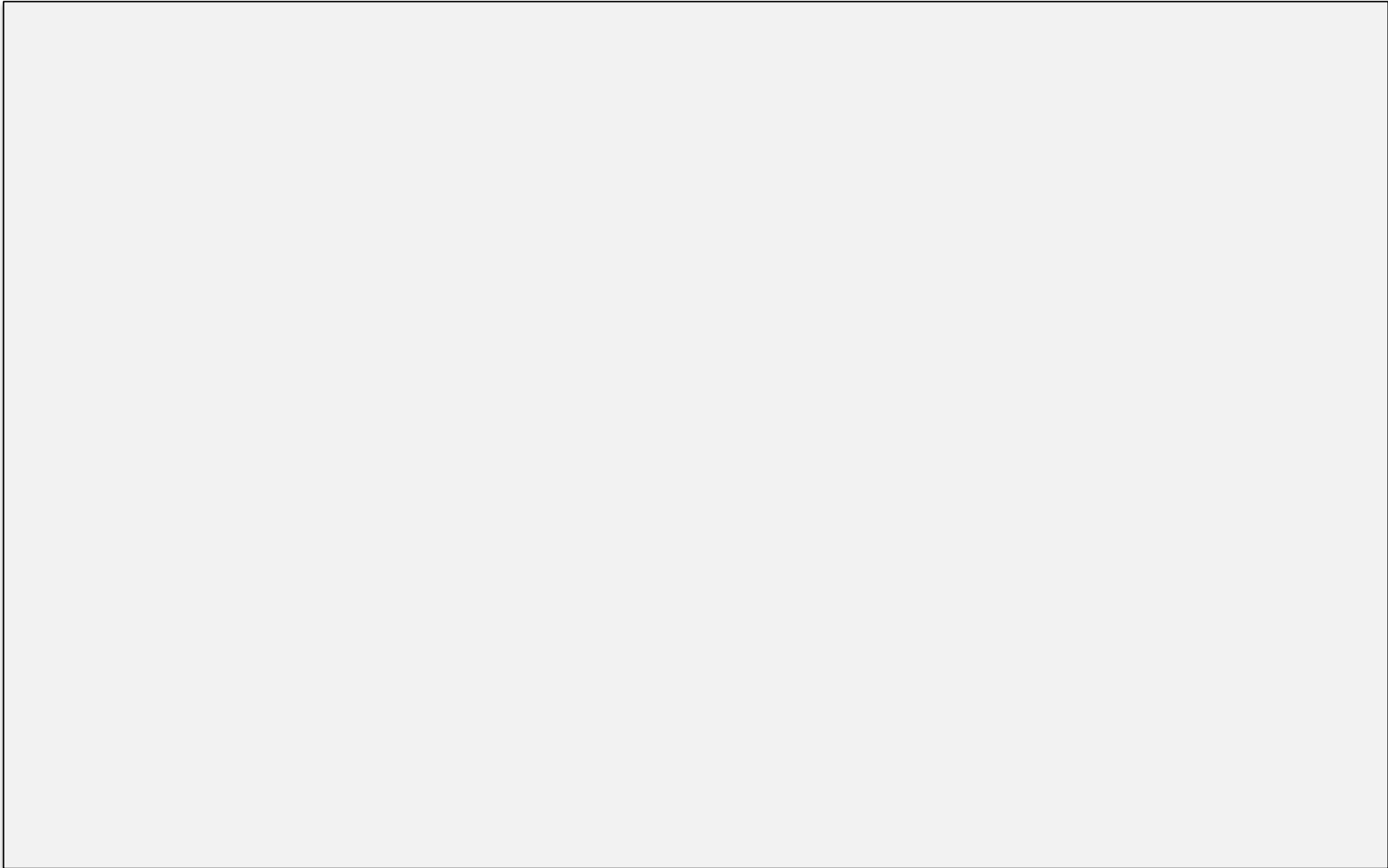
9. Milestone Feedback & Action taken



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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12. Proposed Improvements

☐ List of Improvements

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