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Proactive IT Monitoring provides a guide to address these issues. This book is written by Mr. Jaludi who has 28 years of experience with the command centers in the financial service industry. His real world experience really comes through on every page. This books is specific and detailed.

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Command Center Handbook 5 Some support team members will want to know when available space reaches, let's say 15%, but will not act until it reaches 10%. They will instruct the command center member calling them to ignore the alert and to call back when available space reaches 10%. That is a mistake, and any request to ignore an alert should be

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Chapter 10 - case study # 1 from Command Center Handbook: Proactive IT Monitoring High number of customer complaints. Management responsible for the data centers and corresponding command centers across three continents servicing areas that included Europe, the Middle East, and Africa requested help after the business division heads complained of poor service and unhappy customers.

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Abdul Jaludi is an American author, consultant, Command Center, Event Management, Monitoring, Incident Management, and Problem management adviser. Since 2012, he has written two books, many reports, and articles, most of them on IT leadership. In 2012 he was the winner of a global innovation contest looking for the best ideas for the future of banking The writing and publishing of Command Center Handbook: Proactive IT Monitoring in 2014 established him as an expert in the field of command center

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