



Eighth Annual Conference – Oct. 2nd, 2016

Presentation Title	Top Tips for Problem Management
Speaker	Ryan Ogilvie
Abstract	<p>Given the current economic climate, organizations which are able to set themselves apart from their competition are those which are able to realize real value. The challenge often is that when organizations understand the value problem management can provide, they are often left to implement with little direction. Ryan will leverage his experiences to show real-world examples of specific challenges, improvement opportunities and positive end results leading to continual service improvements.</p> <p>At the end of this session you will have learned:</p> <ol style="list-style-type: none">1. How to start, sustain and improve overall Problem Management best practices2. Areas where successes and failures can be catalysts for improvement3. How to improve the overall marketing of Problem Management4. A list of items that you can apply to your organization when you return to work