

Mapping CM³: Emergency Problem Management on Emergency and Crisis Management within One Financial Company

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Abstract

To solve emergency software problems, organizations need guidance on how to efficiently manage them. This guidance, however, is available in only one process model today: *CM³: Emergency Problem Management*. In this paper, we study management of emergency software problems at Northern Finance. Our goal is to evaluate the *CM³: Emergency Problem Management* and provide feedback for its improvement. The most important feedback concerns the suggestions for extensions of *CM³: Emergency Problem Management* with a pre-alert phase and co-ordination of the management of emergency software problems with organization-wide crisis management.

Keywords: crisis management, emergency, maintenance, incident management, operational levels, alert phases.