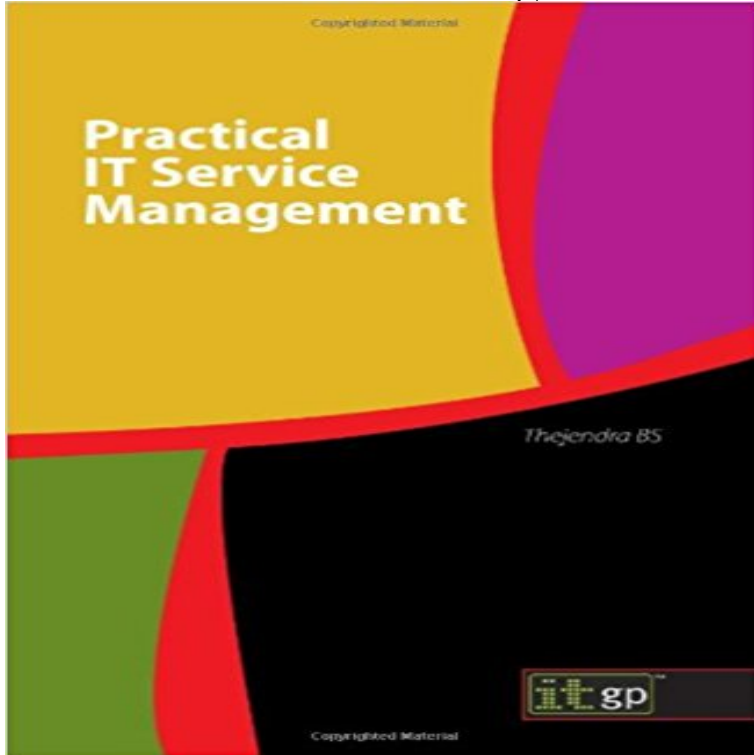


Practical IT Service Management: A Concise Guide for Busy Executives



Practical IT Service Management is a clear, concise and to the point guide to implementing IT service management (ITSM). It is based on ITIL Version 3, one of the most widely accepted best-practice approaches to ITSM. This book is written in a question and answer format, allowing the reader to easily comprehend the subject matter and for speedy reading. Each chapter covers only one specific area of ITSM/ITIL, ensuring that the information is organized in a logical and straightforward manner. Additionally, not many of the answers to questions in the book extend beyond one page, which means all the answers are clear and concise. If you are looking for an introductory guide to ITIL Version 3, then look no further. This book comprehensively covers most of the information that ITSM newbies need to understand. Not only does this book function as an introductory guide, it also functions as an introductory guide to ITSM in the wider context.

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