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SERVICING ITSM: A HANDBOOK OF SERVICE DESCRIPTIONS FOR IT SERVICE MANAGERS AND A MEANS FOR BUILDING THEM (PAPERBACK)



Trafford Publishing, Canada, 2013. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.What services does the IT organization really deliver? Rather than discuss the theory around what a service catalog or service portfolio is, this book gives you the actual IT service descriptions for running, operating, and managing an entire IT infrastructure. It s all here-complete service descriptions, catalog and portfolio templates, service implementation plans, service governance processes, and much...

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- Released at 2013



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