



DOWNLOAD



Servicing ITSM: A Handbook of Service Descriptions for it Service Managers and A Means for Building Them (Paperback)

By Randy A. Steinberg

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 more all packed into this one handbook! Just about every IT support service is described in this book. Take the service descriptions you need, mix, match and customize them to quickly create the content needed for your own service catalogs and portfolios. Many books talk about how to build a service catalog-this book is a service catalog! We really struggled to identify and pull our IT services together until we saw this material-it saved us months! With this material, we can finally tell the business what IT actually delivers to them! A valuable reference resource for ITSM practitioners, service managers, CIOs, procurement managers, and anyone else sourcing the services needed to run an entire IT infrastructure operation! One can put...



READ ONLINE
[7.92 MB]

Reviews

An extremely great ebook with lucid and perfect explanations. It is full of knowledge and wisdom Its been printed in an exceedingly straightforward way in fact it is merely right after i finished reading through this publication by which really transformed me, alter the way i believe.

-- **Spencer Fritsch**

Absolutely essential read publication. It is amongst the most incredible book i have study. Your lifestyle period will be convert when you full reading this ebook.

-- **Dr. Meaghan Streich V**

See Also



The Voyagers Series - Europe: A New Multi-Media Adventure Book 1 (Paperback)

Strength Through Communications, United States, 2011. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.The Voyagers Series is a new multi-media, multi-disciplinary approach to teaching reading that provides students with a stimulating,...



No Friends?: How to Make Friends Fast and Keep Them (Paperback)

Createspace, United States, 2014. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.Do You Have NO Friends ? Are you tired of not having any friend and being lonely all the time...



History of the Town of Sutton Massachusetts from 1704 to 1876 (Paperback)

Createspace, United States, 2015. Paperback. Book Condition: New. annotated edition. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.This version of the History of the Town of Sutton Massachusetts from 1704 to 1876 is a labor...



Fart Book African Bean Fart Adventures in the Jungle: Short Stories with Moral (Paperback)

Createspace, United States, 2013. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.Black White Illustration Version! BONUS - Includes FREE Dog Fart Audio Book for Kids Inside! For a very time limited...



The Voyagers Series - Africa: Book 2 (Paperback)

Voyagers Series, Inc., United States, 2011. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.The Voyagers Series is a new multi-media, multi-disciplinary approach to teaching reading that provides students with a stimulating,...



Talking Digital: A Parent s Guide for Teaching Kids to Share Smart and Stay Safe Online (Paperback)

Createspace, United States, 2014. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book. It is time for the digital talk. Today, kids are growing up in a wired world. Their online interactions, the good and the bad,...