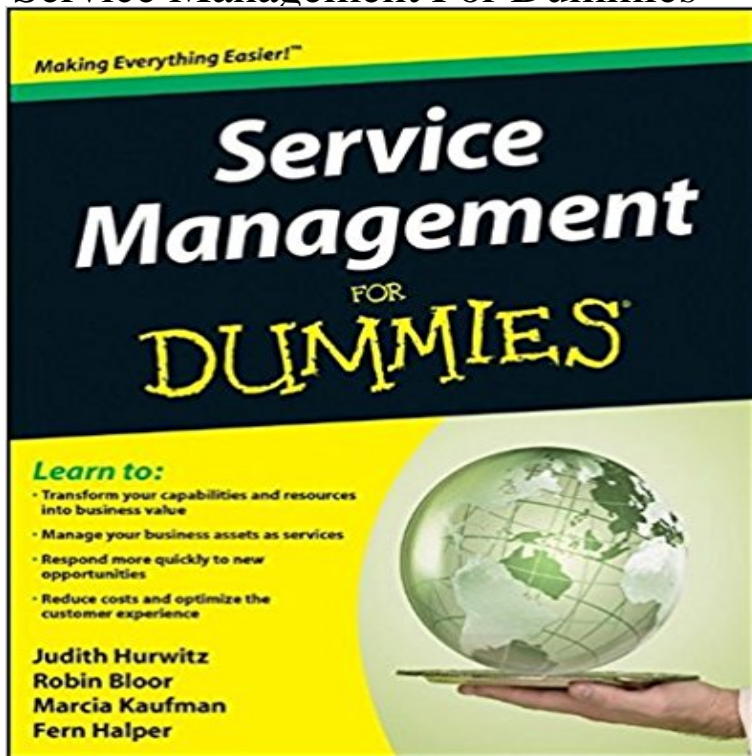


Service Management For Dummies



A plain-English guide to managing IT from the customers perspective Practical guidance on delivering and managing IT so that it meets the multiple needs and demands of a company and its customers and end-usersboth inside and outside the organizationis hard to come by; this accessible book takes a common-sense approach that explains exactly what IT services are and how to fit them most effectively into a business Topics include setting a framework, keeping costs down, improving efficiency, and maintaining standards and best practices This concept of how IT should be wired specifically into the goals and need of the company and its customers is part of a broader picture that includes ITIL, BPM, SOA, and Six Sigma

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