



Service Management For Dummies

Judith Hurwitz, Robin Bloor, Marcia Kaufman, Fern Halper

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A plain-English guide to managing IT from the customer's 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-users—both inside and outside the organization—is 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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James Ritchey:

A lot of people always spent their free time to vacation as well as go to the outside with them friends and family or their friend. Were you aware? Many a lot of people spent that they free time just watching TV, or maybe playing video games all day long. If you want to try to find a new activity that's look different you can read a new book. It is really fun in your case. If you enjoy the book that you read you can spent all day long to reading a reserve. The book Service Management For Dummies it is extremely good to read. There are a lot of those who recommended this book. These were enjoying reading this book. In case you did not have enough space to create this book you can buy the e-book. You can m0ore simply to read this book out of your smart phone. The price is not to cover but this book has high quality.

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