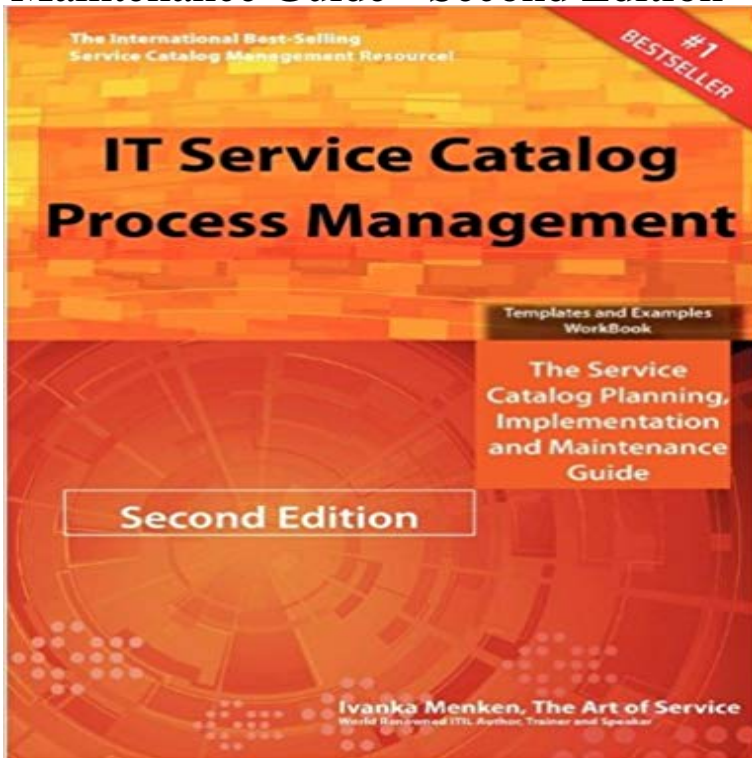


IT Service Catalog Process Management Templates and Examples Workbook - The Service Catalog Planning, Implementation and Maintenance Guide - Second Edition



The first edition of this book is regarded as a classic in its field. Now, in an expanded and updated version of The Art of Services book, the authors once again present a step-by-step guide to Service Catalog Management. Service Catalog Management is a key component of the ITIL Framework. Carefully planned and documented IT Service Management (ITSM) processes are becoming an increasingly important component in the delivery of higher customer satisfaction. The Service Catalog Process Management Templates and Examples Workbook provides a wide variety of resources to boost your understanding and ability to implement and manage Service Catalog Management in your organization. This book covers Service Catalog fundamentals; the use of Service Catalogs as a core IT tool covering the services themselves, default capabilities, measures and primary means of access and provision. It then shows how this tool is pivotal in demonstrating the value IT provides to facilitate business operations. Put together by The Art of Services industry experts and using real case studies, this valuable kit takes the reader beyond the theoretical to focus on the real business benefits of Service Catalogs and how to implement them successfully within an organization. Considering the increasing number of IT Professionals and their Organizations who want to be actively involved in IT Service Management, this book, which paves the way for a strong Service Catalog Foundation, should do at least as well as the first edition, which is a bestseller.

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IT Service Catalog Process **IT Service Catalog Process Management Templates and Examples** IT Service Catalog Process Management Templates and Examples Workbook - the Service Catalog Planning, Implementation and Maintenance Guide - Second **IT Service Catalog Process Management Templates and Examples** Planning, Implementation And Maintenance Guide - Second Edition IT Service Catalog Process Management Templates and Examples Workbook - The **ITSM - IT Service Management service briefs, white papers, and** 9.1 Service Catalog Maintenance Process Activity Descriptions Figure 2 All Service Catalog Management activities should be implemented in full, Business Unit: A segment of the Business which has its own plans, metrics, income and costs. carry out one of more processes or activities for example, the Service Desk. **IT Service Catalog Process Management Templates and Examples** Ready-Made Java 2 Application for File Maintenance - 2nd Edition. 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