Pragmatic Application of Service Management: The Five Anchor Approach (Paperback)

By Suzanne D. Van Hove, Thomas Mark

IT Governance Publishing, United Kingdom, 2014. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****.Learn how to develop enhanced IT Service Management though integrated management frameworks. With the increasing popularity of ITIL(R) as a framework for IT Service Management (ITSM), a number of organizations have realized that this approach is sometimes not enough on its own. As a result, service managers are looking for ways to enhance their ITIL-based ITSM without having to throw it away and start again. Many are already working towards compliance with ISO/IEC 20000 - the International Standard for IT Service Management. With the recent release of COBIT(R)5, service management practitioners have even more options. However, until now, there has been little guidance on how to merge these frameworks, standards and methodologies to develop best practice across the ITSM function and produce a robust enterprise philosophy for service delivery. Written by service management gurus Suzanne D. Van Hove and Mark Thomas, this is the first book to provide guidance on creating an integrated system based on the three leading service management approaches: COBIT(R)5, ISO/IEC 20000 and ITIL and, to provide a unique mapping to assist service management practitioners in their information...

READ ONLINE
[7.56 MB]

Reviews

Very useful for all group of people. It is amongst the most incredible pdf i actually have read through. Its been written in an extremely straightforward way and it is just right after i finished reading through this pdf by which basically modified me, change the way i think.
-- Felicia Nikolaus

These sorts of ebook is the ideal book offered. It can be writter in simple terms rather than confusing. I discovered this pdf from my dad and i advised this publication to understand.
-- Mr. Alejandrin Murphy PhD

DMCA Notice | Terms