ITSM NOTES

IT Services Management helps manage all the processes involving the delivery of IT services to customers and users.

2) An IT service can be either business or technical. A business service is a customer-facing IT service, whereas a technical service is non-customer facing and provides back-end support for the business service.

3) The primary goal of ITSM is to improve IT efficiencies and reduce IT operational costs.

4) ITSM enables having a single platform where customers can request customer-facing products and services, and employees can request internal products and services, such as laptops and software.

5) The lifecycle of IT services starts with strategy and continues through design, transition, and operation.

6) Building a successful ITSM program workflow encompasses around three key areas: Operate, Maintain, and Improve

7) ITSM is broad and is supported by many processes. Some of the applications that support ITSM are Request Management, Incident Management, Problem Management, Change Management, Release Management, Service catalog, and so on.