



IT Service Operations Management Guide - Your Complete Guide To Managing An IT Service Operation With Incident Management Event Management Problem Management Access Management And Request Fulfilment

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Summary : Free it service operations management guide - your complete guide to managing an it service operation with incident management event management problem management access management and request fulfilment pdf download - many organizations are looking to implement service operation processes as a way to improve the structure and quality of the business the information found within the book is based on the itil version 3 framework specifically the event management incident management request fulfillment problem management and access management processes the book is designed to answer a lot of the questions about it operations management and provide you with useful guides templates and essential but simple to use assessments the supporting documents and assessments will help you identify the areas within your organization that require the most activity in terms of change and improvement presentations can be used to educate or be used as the basis for management presentations or when making business cases for it operations management implementation the additional information will enable you to improve your organizations methodology knowledge base this guide serves to act as a starting point it will give you a clear path to travel it is designed to be a valuable source of information and activities the it operations management guide flows logically is scalable provides presentations templates and documents and saves you time

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