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# IT SERVICE MANAGEMENT IN SAP SOLUTION MANAGER (1ST NEW EDITION)



SAP Press. Hardback. Book Condition: new. BRAND NEW, IT Service Management in SAP Solution Manager (1st New edition), Nathan Williams, Understand how to process all of your service, problem, and change requests Get step-by-step configuration instructions for ChaRM and Application Incident Management (the new Service Desk) Find practical advice and best practices Up to date for release 7.1 Are you ready to forever simplify the way your company processes and attends to service requests? With AIM and ChaRM, SAP Solution...

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- Authored by Nathan Williams
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