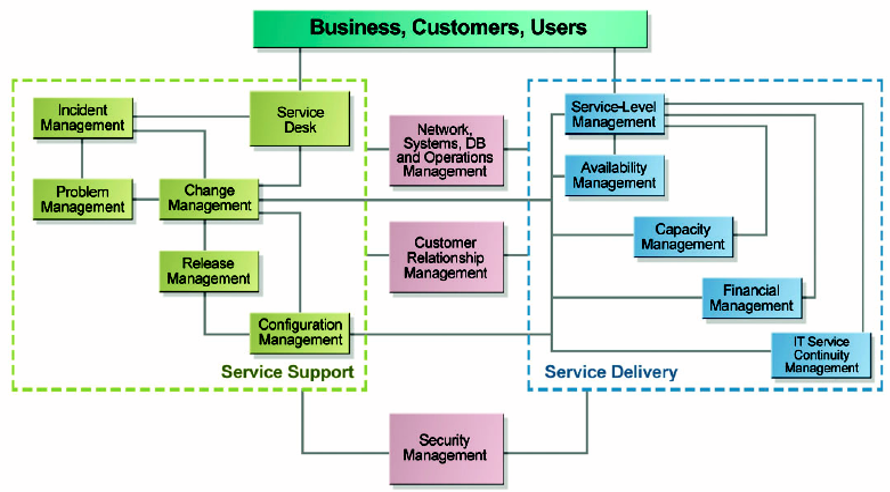
**What is IT Service Management:**



**An IT Service Model:**



**Front-End: Service Support**

**Back-End: Service Delivery**

**Example of Services:**

