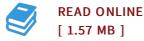# The IT Service: Part 2: The Handbook

By Pierre Bernard, Jane Chittenden

Van Haren Publishing, Netherlands, 2012. Paperback. Book Condition: New. 244 x 175 mm. Language: English . Brand New Book. Make it Simple and Keep it Simple Since the early 2000s numerous external scenarios and drivers have added significant pressures upon the IT organisations. Among many, these include: Regulatory compliance: data privacy requirements and corporate scandals have focused a requirement for transparency - with high impact on IT organisations Economic pressures: require IT organisations to more closely align with business imperatives. The outcome has been an explosion of standards and frameworks each designed to support the IT organisation as it demonstrates to the world that they are the rock of an organisation: strong, reliable, effective and efficient. Most of these standards and frameworks have great elements but no organisation can adopt them all - and many were created without sufficient considerations for interoperability. The IT Service (in 2 parts) looks at the key and very simple goals of an IT organisation and clearly and succinctly presents to the reader the best rock solid elements in the Industry. It then shows how all the key elements can easily crystallise together -with great templates and check-lists. In Part 1 (another book) the reader...

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