

Foundations Of It Service Management The Unofficial Itil V3 Foundations Course In A Book

Foundations of IT Service Management based on ITIL® V3 Foundations of IT Service Management based on ITIL has become the industry classic guide on the topic of ITIL. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This 2007 version has now been upgraded to reflect ITIL V3. Written in the same concise way and covering all the facts, readers will find that this title succinctly covers the key aspects of the ITIL V3 upgrade. The new ITIL V3 approach covering the ITIL Lifecycle is fully covered. In addition those who are familiar with the Version 2 process approach will be delighted to discover that this new edition of Foundations of IT Service Management based on ITIL V3 has split out all the processes and describes them in detail. This means that it is easy for all readers to access and grasp the process concepts that are so pivotal to many service management day-to-day operations. This title covers the following: PART 1: THE ITIL SERVICE LIFECYCLE Lifecycle phase: Service strategy Lifecycle phase: Service design Lifecycle phase: Service transition Lifecycle phase: Service operation Lifecycle phase: Continual service improvement PART 2: FUNCTIONS AND PROCESSES Introduction to Functions and Processes Functions and Processes in Service Strategy Functions and Processes in Service Design Functions and Processes in Service Transition Functions and Processes in Service Operation Functions and Processes in Continual Service Improvement and much more!

SmartCloud Control Desk is a comprehensive IT Asset and Service Management solution that helps reduce cost and minimize service disruptions. It does so through automated service request handling, efficient change management, and optimized asset lifecycle management across IT and enterprise domains. SmartCloud Control Desk helps to reduce total cost of ownership by using one unified solution to license, install, and manage multiple ITIL processes under one price point. It can also help reduce business risk by using advanced impact analysis and defining automated change procedures that ensure integrity of existing infrastructure while supporting business agility. SmartCloud Control Desk improves efficiency and quality of service by unifying asset, change, and problem management. It lowers cost and mitigates license compliance risk by performing end to end software asset management. It also delivers an adaptive, role-based simplified UI that can be more intuitive for novice users, which reduces training costs, while allowing access from anywhere at anytime through mobile device support that includes BlackBerry, iOS, and Android. In addition, SmartCloud Control Desk supports both a profit center business model for internal IT organizations, and an external Service Provider model. It allows organizations to manage customers and customer agreements and bills for managed assets, usage, and work activities while improving utilization rates and reducing unnecessary purchases by managing the IT asset lifecycle. You can deploy SmartCloud Control Desk in a variety of ways; traditional on-premise, SaaS, VM image. This approach can make it more affordable to meet your current business needs, and seamlessly move between delivery models while keeping the same functionality. This IBM® Redbooks® publication covers IBM SmartCloud® Control Desk product configuration, customization, and implementation best practices.

In this pathbreaking book, world-renowned Harvard Business School service firm experts James L. Heskett, W. Earl Sasser, Jr. and Leonard A. Schlesinger reveal that leading companies stay on top by managing the service profit chain. Why are a select few service firms better at what they do -- year in and year out -- than their competitors? For most senior managers, the profusion of anecdotal "service excellence" books fails to address this key question. Based on five years of painstaking research, the authors show how managers at American Express, Southwest Airlines, Banc One, Waste Management, USAA, MBNA, Intuit, British Airways, Taco Bell, Fairfield Inns, Ritz-Carlton Hotel, and the Merry Maids subsidiary of ServiceMaster employ a quantifiable set of relationships that directly links profit and growth to not only customer loyalty and satisfaction, but to employee loyalty, satisfaction, and productivity. The strongest relationships the authors discovered are those between (1) profit and customer loyalty; (2) employee loyalty and customer loyalty; and (3) employee satisfaction and customer satisfaction. Moreover, these relationships are mutually reinforcing; that is, satisfied customers contribute to employee satisfaction and vice versa. Here, finally, is the foundation for a powerful strategic service vision, a model on which any manager can build more focused operations and marketing capabilities. For example, the authors demonstrate how, in Banc One's operating divisions, a direct relationship between customer loyalty measured by the "depth" of a relationship, the number of banking services a customer utilizes, and profitability led the bank to encourage existing customers to further extend the bank services they use. Taco Bell has found that their stores in the top quadrant of customer satisfaction ratings outperform their other stores on all measures. At American Express Travel Services, offices that ticket quickly and accurately are more profitable than those which don't. With hundreds of examples like these, the authors show how to manage the customer-employee "satisfaction mirror" and the customer value equation to achieve a "customer's eye view" of goods and services. They describe how companies in any service industry can (1) measure service profit chain relationships across operating units; (2) communicate the resulting self-appraisal; (3) develop a "balanced scorecard" of performance; (4) develop a recognitions and rewards system tied to established measures; (5) communicate results company-wide; (6) develop an internal "best practice" information exchange; and (7) improve overall service profit chain performance. What difference can service profit chain management make? A lot. Between 1986 and 1995, the common stock prices of the companies studied by the authors increased 147%, nearly twice as fast as the price of the stocks of their closest competitors. The proven success and high-yielding results from these high-achieving companies will make The Service Profit Chain required reading for senior, division, and business unit managers in all service companies, as well as for students of service management.

In the world of industry and management producing 'intangible products' poses unique challenges. This book provides a comprehensive framework on these unique management issues and looks into the special characteristics of services and conditions necessary for success in the management of service organizations This classic book, as relevant as ever and updated, provides a set of ideas which has proved its power and validity beyond the fads of the moment, over an extended period of time. A book that is at the same time very holistic and conceptual, and yet both easy to grasp and to translate into practical action. It also evokes an alternative perspective on services, namely that of refocusing attention from the production and the product to the value creation process of customers. With these perspectives every company today's needs to see itself as a service company. The book stresses the need for a streamlined service management system and analyses and illustrates growth strategies and the nature of innovation -but above all it emphasizes the special role played by good leadership. In particular, this edition looks at the role of technology in services as well as - more generally -the role of services in society. Of great value to managers and academics involved in the service industry this practical book, which has been translated into eight languages, will stimulate people to analyse and act on their situations.

Whether you're preparing for your service management foundation exam, or simply want to understand service management better, this new edition of our popular book covers the latest thinking and provides a comprehensive, practical introduction to IT service management. Building on their collective service management experience, the authors walk you through essential concepts including processes, functions and roles and illustrate these with real-life examples.

The ITIL pocket guides of Van Haren Publishing are since long recognized as the industry classic guide on the topic of ITIL, in many languages. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This pocket guide will provide readers with an understanding of the ITIL 4 service

management framework, by: * understanding the key concepts of service management * understanding how the seven ITIL guiding principles can help an organization adopt and adapt service management * understanding the four dimensions of service management * understanding the purpose and components of the ITIL service value system * understanding the six activities of the service value chain, and how they interconnect * knowing the purpose and key terms of 15 of the 34 ITIL practices * understanding seven of these 15 ITIL practices in detail All exam requirements for the ITIL 4 Foundation exam are covered in this pocket guide. It also provides support for everyone who has knowledge of previous ITIL editions and is looking for a bridge to the new edition. ITIL 4 took a big leap into the modern world of IT service management, covering the latest principles and practices in a customer-focused, service-centric way, enabling Agile principles for maximum support of any business. Bron: Flaptekst, uitgeversinformatie.

ITIL® 4 Essentials contains everything you need to know to pass the ITIL 4 Foundation Certificate, plus more. It covers practices and concepts that are not addressed as part of the Foundation syllabus, making it ideal for newly qualified practitioners. This second edition has been updated to align with amendments to the ITIL® 4 Foundation syllabus.

Foundations of ITIL and its predecessors have become the industry classic guide on the topic of ITIL. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This version has now been upgraded to reflect ITIL V3. Written in the same concise way and covering all the facts, readers will find that this title succinctly covers the key aspects of the ITIL V3 upgrade. The ITIL V3 approach covering the ITIL Lifecycle is fully covered. In addition those who are familiar with the Version 2 process approach will be delighted to discover that this new edition of Foundations of ITIL has split out all the processes and describes them in detail. This means that it is easy for all readers to access and grasp the process concepts that are so pivotal to many service management day-to-day operations. This title covers the following:

ITIL® Foundation Essentials is a distillation of the critical information you need to understand the key facts for a successful exam.

As business becomes more and more dependent on technology, there is considerable attention given to the concept of aligning IT to the business. Until ITIL version 3, this concept remained mostly conceptual. The IT Infrastructure Library, by focusing on the principle of providing services, empowers IT and the business with the tools they require to enable this alignment. Having become the de-facto standard in IT Service Management, ITIL is rapidly gaining popularity across the globe. Written by an ITIL trainer who has taught thousands of students at hundreds of organizations, Foundations of IT Service Management - The Unofficial ITIL v3 Foundations Course in a Book, provides the reader with the introduction to this approach to IT services without the expense of a formal classroom course. While the focus is primarily on providing the information required to pass the ITIL v3 Foundations exam, this book goes beyond those basics to also provide real understanding of ITIL to further your knowledge and abilities as a valuable part of this IT/Business alignment. Using a case-study approach, real issues are discussed that represent challenges experienced in almost every IT organization. This book is supported with access to online sample exams that are constantly updated as new material is available. Additionally, access to the author is provided to ask questions prior to taking your exam giving you the greatest opportunity to learn the material and successfully pass your ITIL Foundations exam. Based on reader input and the latest ITIL(r) v3 Foundations syllabus, this book has been updated to provide readers with the most up-to-date exam preparation material possible.

ITIL v3 Foundations is the entry level certification course to learn about IT Service Management as documented in the IT Infrastructure Library (ITIL). This Student Workbook accompanies the online course and live courses from Learn IT Service Management Online (LITSMO.com) and Proactive IT Solutions classes. Additional purchase necessary to access the online course. This full color Student Workbook presents the concepts within ITIL to prepare the student for the ITIL v3 Foundations Certification Exam. As the reader explores the Service Lifecycle and the relevant processes within the Service Lifecycle stages, the information is reinforced through review questions and comprehension discussion questions. Written by an ITIL Expert with years of training for thousands of students, the concepts within the book are underpinned by real-world examples and classroom experience.

This book explores the extent to which economic theory is able to provide the theoretical foundations of strategic management. To this end it draws on the philosophy of science; microeconomic theory; and different approaches to strategic management. The work shows that many of the propositions of strategic management are deducible from the economic theories considered. It argues that these propositions should be made open to empirical testing and that a unified theory of strategic management should be developed. Thus the book addresses a current major concern of theorists - that strategy remains 'atheoretical' and that this reduces the predictive power of the subject and hampers further theory development. The essential contribution made is that economic theory should be systematically explored in order to establish the foundations of business strategy.

Service Management is the potent idea that could change your business. This useful little book is a pocket guide on how to operate any enterprise, described from the point of view of the services it delivers. After all, delivery is what success is all about. It describes the basics, in realistic pragmatic terms. And it is brief - we limited ourselves to 50 pages. Whether you are in manufacturing, trades, retail, IT, not-for-profit...; whether you provide service internally to the rest of your organisation or externally to paying customers; whether you work anywhere from a small business to a government department; this book introduces you to service management. It will get you started, get you up and running, and it will set you on the path to the advanced concepts if that is where you need to be.

ITIL Practitioner Guidance is the essential reference text which accompanies the ITIL Practitioner qualification. Fully integrated with the ITIL Practitioner syllabus, this publication is also a practical guide that helps IT service management (ITSM) professionals turn ITIL theory into practice through case studies, worksheets, templates and scenarios. The book assumes knowledge of ITIL and ITSM up to ITIL Foundation level, and begins with a discussion of the guiding principles of ITSM. It goes on to explain how these guiding principles are essential for ITSM and how they relate to philosophies, frameworks and methodologies such as DevOps, Lean, Agile etc. The publication shows how following the CSI (continual service improvement) approach, and how the core skills of organizational change management, communication, metrics and measurement, can underpin successful ITSM improvement initiatives.

Human Foundations of Management explores the human foundation of management and economic activity in a way that is accessible to readers. The structure and contents of this book examines those aspects of the human being which are relevant to management and economic activities.

ITIL is a widely adopted body of knowledge and best practices for successful IT Service Management that links with training and certification. ITIL 4 has evolved from the current version by re-shaping much of the established ITSM practices in the wider context of customer experience; value streams and digital transformation; as well as embracing new ways of working, such as Lean, Agile, and DevOps. ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology. It is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services.

"ITIL Foundation" is the first ITIL 4 publication and the latest evolution of the most widely-adopted guidance for ITSM. Its audience ranges from IT and business students taking their first steps in service management to seasoned professionals familiar with earlier versions of ITIL and other sources of industry best practice. The guidance provided in this publication can be adopted and adapted for all types of organizations and services. To show how the concepts of ITIL can be practically applied to an organization's activities, ITIL Foundation follows the exploits of a fictional company on its ITIL journey.

This book introduces the interlocking disciplines of property and planning to economic theory and practice. Unlike any other

available textbook, *The Economics of Property and Planning* skilfully introduces the reader to the interplay between property and planning using an economic lens. As resources become scarce, there is a growing need for students to understand the principles of economics in property and planning, especially given the rapid social, environmental, technological, and political changes that are shaping places. The book begins with an outline of key economists and economic problems, then resources and scarcity, before examining macro- and microeconomic factors at play in property and planning. Furthermore, this book covers a variety of topics, including spatial and locational modelling, fiscal approaches to redistribution, regeneration and renewal, and transport and infrastructure financing. There is also a particular focus on contemporary issues such as climate change, environmental limits to economic growth, sustainability and resilience, and affordable housing. This book also introduces practical evaluation tools and appraisal, plus a look at property and planning with respect to macroeconomic objectives, policy, and new directions. With property and planning essential factors in economic thinking and doing, this book provides insight into what future places will look like in real terms and how they will be shaped by policy. Targeted disciplines for this book include Economics, Planning, Property, Construction, Geography, Environmental Management, Sustainability, Housing, Built Environment, Land Economy, Urban Studies, Regional Studies, and Public Policy.

New behavioural science knowledge about motivation in public service from a pioneer of the field.

The Routledge Handbook of Service Research Insights and Ideas offers authoritative coverage of current scholarship in the expanding discipline of service research. Original chapters from the world's leading specialists in the discipline explore foundations and innovations in services, highlighting important issues relating to service providers, customers, and service design. The volume goes beyond previous publications by drawing together material from different functional areas, including marketing, human resource management, and service process design and operations. These topics are important in helping readers become knowledgeable about how different functional areas interact to create a successful customer experience. This book is ideal as a first port of call for postgraduate students desiring to get up to speed quickly in the services discipline. It is also a must-read for academics new to services who want to access cutting-edge research.

Designed to serve as a basic text for an introductory course in Public Administration, this innovative work provides students with an understanding of the basic management functions that are covered in all standard textbooks with two important differences. First, it is written to address the needs of both the experienced practitioner and the entry-level public servant. Case examples bridge the content-rich environment of practitioners with the basic principles of public administration sought by pre-service students. Second, the discussion of basic management practices is grounded in the political and ethical tensions inherent in the American constitutional form of governance. This reflects the authors' belief that public administration operates as an integral part of the country's political traditions, and thereby helps define the political culture. The book provides a framework for understanding American political traditions and how they inform public administration as a political practice. Key Changes in the Second Edition include: A new introductory chapter that explains what the authors mean by a constitutional approach and why that is important. An expanded discussion of the role of civil society in promoting the common good. A new section in chapter 5 on New Public Governance. Updated exhibits that incorporate up-to-date census data and revenue figures (chapter 10). A new section in chapter 14 that recognises the importance of maintaining accountability in contract and networked systems of governance. Significantly rewritten chapters to add emphasis on the relevance of the chapter material to nonprofit organisations. A significantly revised bibliography which incorporates new bodies of research that have appeared since the first edition.

This edited volume covers essential and recent development in the engineering and management of data centers. Data centers are complex systems requiring ongoing support, and their high value for keeping business continuity operations is crucial. The book presents core topics on the planning, design, implementation, operation and control, and sustainability of a data center from a didactical and practitioner viewpoint. Chapters include: · Foundations of data centers: Key Concepts and Taxonomies · ITSDM: A Methodology for IT Services Design · Managing Risks on Data Centers through Dashboards · Risk Analysis in Data Center Disaster Recovery Plans · Best practices in Data Center Management Case: KIO Networks · QoS in NaaS (Network as a Service) using Software Defined Networking · Optimization of Data Center Fault-Tolerance Design · Energetic Data Centre Design Considering Energy Efficiency Improvements During Operation · Demand-side Flexibility and Supply-side Management: The Use Case of Data Centers and Energy Utilities · DevOps: Foundations and its Utilization in Data Centers · Sustainable and Resilient Network Infrastructure Design for Cloud Data Centres · Application Software in Cloud-Ready Data Centers This book bridges the gap between academia and the industry, offering essential reading for practitioners in data centers, researchers in the area, and faculty teaching related courses on data centers. The book can be used as a complementary text for traditional courses on Computer Networks, as well as innovative courses on IT Architecture, IT Service Management, IT Operations, and Data Centers. Create strong IT governance processes In the current business climate where a tremendous amount of importance is being given to governance, risk, and compliance (GRC), the concept of IT governance is becoming an increasingly strong component. *Executive's Guide to IT Governance* explains IT governance, why it is important to general, financial, and IT managers, along with tips for creating a strong governance, risk, and compliance IT systems process. Written by Robert Moeller, an authority in auditing and IT governance Practical, no-nonsense framework for identifying, planning, delivering, and supporting IT services to your business Helps you identify current strengths and weaknesses of your enterprise IT governance processes Explores how to introduce effective IT governance principles with other enterprise GRC initiatives Other titles by Robert Moeller: *IT Audit, Control, and Security* and *Brink's Modern Internal Auditing: A Common Body of Knowledge* There is strong pressure on corporations to have a good understanding of their IT systems and the controls that need to be in place to avoid such things as fraud and security violations. *Executive's Guide to IT Governance* gives you the tools you need to improve systems processes through IT service management, COBIT, and ITIL.

Provides an accessible and concise introduction to the study of management designed for any introductory course in management for graduate and post graduate study.

ITIL was created by the UK government in the 1980s as an efficiency-improving initiative. This text gives an essential guide to the overall structure of ITIL and an outline of its principles.

'Knowledge Management Foundations' is just what it claims, the first attempt to provide a secure intellectual footing for the myriad of practices called "knowledge management." A breath of fresh air from the usual KM gurus, Fuller openly admits that the advent of KM is a mixed blessing that often amounts to the conduct of traditional management by subtler means. However, Fuller's deep understanding of both the history of management theory and knowledge production more generally enables him to separate the wheat from the chaff of the KM

literature. This ground-breaking book will prove of interest to both academics and practitioners of knowledge management. It highlights the ways in which KM has challenged the values associated with knowledge that academics have taken for granted for centuries. At the same time, Fuller resists the conclusion of many KM gurus, that the value of knowledge lies in whatever the market will bear in the short term. He pays special attention to how information technology has not only facilitated knowledge work but also has radically altered its nature. There are chapters devoted to the revolution in intellectual property and an evaluation of peer review as a quality control mechanism. The book culminates in a positive re-evaluation of universities as knowledge producing institutions from which the corporate sector still has much to learn.

As Service-Oriented Computing (SOC) gains a wider global acceptance, the need for understanding its life cycle becomes inevitable, not only for developers, but also for users. *Service Life Cycle Tools and Technologies: Methods, Trends and Advances* compiles the latest research on SOC life cycles, detailing methodologies and applications in this emerging field. The development of service-oriented applications not only depends on constructing service providers, but also composition and delivery. Service requesters, service providers, and developers, alike, will benefit from the views and models in a service life cycle. This volume offers research that has been conducted in both industry and academia to address issues in the SOC domain, including service discovery, service composition, and service management. It serves as a vital reference for those on either side of the service field.

This volume presents papers from the fourth biennial Information Systems Foundation Workshop, held at The Australian National University in Canberra from 2-3 October, 2008. The focus of the workshop was, as for the others in the series, the foundations of Information Systems as an academic discipline. The emphasis in this workshop was on the movement known as 'Design Science' and its importance in practical disciplines such as Information Systems. The chapters in the volume provide a critical examination of current design science ideas, with the role of human creativity given special mention. The philosophical underpinnings of design science thinking are also examined. Practically, the volume shows how the design science approach can be used in academic research that leads to artefacts that add value for individuals, organizations and society.

The book's premise is that the theories taught in management schools are based on unacknowledged philosophical perspectives that are significant not so much for what they explain, but for what they assume. Rarely made explicit, these perspectives cannot be reconciled, with the result that the study of management has been dominated by contradictions and internecine intellectual warfare. However, the ability critically to analyze these diverse perspectives is essential to practicing and aspiring managers if they are to evaluate expert opinion. Moreover, since management is primarily an exercise in communication, managing is impossible in the darkness of an imprecise language, in the absence of moral references, or in the senseless outline of a world without intellectual foundations. Managing is a prime example of applied philosophy.

This introduction to IT Service Management is intended to serve as: a thorough and convenient introduction to the field of IT Service Management and the core books in the IT Infrastructure Library (ITIL); and a self-study guide that contains all the material needed to prepare for the Foundation Certificate examination in IT Service Management. It contains a wealth of practical knowledge collected by the editorial board that makes and raises questions, to encourage discussions and the comparison of the best practices found in the book with the reader's own experience.

This guide provides practical guidance for managers of portfolios and those working in portfolio offices as well as those filling portfolio management roles outside a formal PfMO role. It will be applicable across industry sectors. It describes both the Portfolio Definition Cycle (identifying the right, prioritised, portfolio of programmes and projects) and the Portfolio Delivery Cycle (making sure the portfolio delivers to its strategic objectives).

A plain-English guide to managing IT from the customer's perspective Practical guidance on delivering and managing IT so that it meets the multiple needs and demands of a company and its customers and end-users—both inside and outside the organization—is hard to come by; this accessible book takes a common-sense approach that explains exactly what IT services are and how to fit them most effectively into a business Topics include setting a framework, keeping costs down, improving efficiency, and maintaining standards and best practices This concept of how IT should be wired specifically into the goals and need of the company and its customers is part of a broader picture that includes ITIL, BPM, SOA, and Six Sigma

Features coverage of the service systems lifecycle, including service marketing, engineering, delivery, quality control, management, and sustainment Featuring an innovative and holistic approach, *ServiceScience: The Foundations of Service Engineering and Management* provides a new perspective of service research and practice. The book presents a practical approach to the service systems lifecycle framework, which aids in understanding and capturing market trends; analyzing the design and engineering of service products and delivery networks; executing service operations; and controlling and managing the service lifecycles for competitive advantage. Utilizing a combined theoretical and practical approach to discuss service science, *Service Science: The Foundations of Service Engineering and Management* also features: Case studies to illustrate how the presented theories and design principles are applied in practice to the definitions of fundamental service laws, including service interaction and socio-technical natures Computational thinking and system modeling such as abstraction, digitalization, holistic perspectives, and analytics Plentiful examples of service organizations such as automobile after-sale services, global project management networks, and express delivery services An interdisciplinary emphasis that includes integrated approaches from the fields of mathematics, engineering, industrial engineering, business, operations research, and management science A detailed analysis of the key concepts and body of knowledge for readers to master the foundations of service management *Service Science: The Foundations of Service Engineering and Management* is an ideal reference for practitioners in the contemporary service engineering and management field as well as researchers in applied mathematics, statistics, business/management science, operations research, industrial engineering, and economics. The book is also appropriate as a text for upper-undergraduate and graduate-level courses in industrial engineering, operations research, and management science as well as MBA students studying service management.

Discusses the theories and realities of service level management, covering service level agreements, products, monitoring tools, reports, implementation, and potential architectures and technologies.

Management, Computers, Computer networks, Information exchange, Data processing, IT and Information Management: IT Service Management

Everything you need to prepare for the ITIL exam – Accredited to 2011 syllabus The ITIL (Information Technology Infrastructure Library) exam is the ultimate certification for IT service management. This essential resource is a complete guide to preparing for the ITIL Foundation exam and includes everything you need for success. Organized around the ITIL Foundation (2011) syllabus, the study guide addresses the ITIL Service Lifecycles, the ITIL processes, roles, and functions, and also thoroughly explains how the Service Lifecycle provides effective and efficient IT services. Offers an introduction to IT service management and ITIL V3 service strategy Highlights the topics of service design and development and the service management processes Reviews the building, testing, authorizing, documenting, and implementation of new and changed services into operation Addresses creating and maintaining value for customers through monitoring and improving services, processes, and technology Download valuable study tools including practice exams, flashcards, a glossary of key terms and more. If you prefer self-study over the more expensive training course, but you don't want to skimp on information or preparation, then this study

guide is for you.

Most of us are users and providers of services. In spite of the predominance of services in modern society, we actually know very little about them -- no best practices, no principles, no theories. This book provides information on services for people in business, government, and education. If you want to have the competitive edge in your personal and professional life, then it's imperative to understand service science. Service in itself can be described as a client/provider interaction that creates and captures value, while a service system is defined as a structure of people and technology that adapts to the changing value of knowledge in the system. Combined, these two concepts form service science. Harry Katzan, managing editor of the prestigious Journal of Service Science and professor at a local university, takes a closer look at this newly emerging scientific field for academics and practitioners alike in Service Science. With an easy-to-understand format, Katzan, offers a comprehensive introduction to service science for people in business, education, and government. Useful as a textbook and a professional guide, this innovative study contains eight chapters that each end with a comprehensive summary, a list of key words, questions, and additional selected readings. In addition, Harry Katzan, Jr. provides concrete examples and in-depth discussion on such timely topics as: Service concepts Service systems Information services Service management Service business Service technology Service science has been touted as the up-and-coming discipline for the twenty-first century. Learn more about this exciting field and change how you think and perceive your world with Service Science!

The publication of the IT Infrastructure Library® (ITIL®), published in July, 2011, introduces several new processes and concepts that are paramount to the success of IT Service Management within an organization. As IT evolves from a technology provider to a service provider to a true partner of the business, the concepts of Service Management become ever more important to allow the business to excel in a competitive environment. This book, "Foundations of IT Service Management with ITIL® 2011", provides the reader with foundations-level knowledge of the concepts of the IT Infrastructure Library® for both ITIL® v3 and ITIL® 2011 preparing the reader to achieve success on the ITIL® Foundations certification exam as well as gain new insight on how IT can truly meet the needs of the business. These concepts help IT align to the needs of the business. The IT Infrastructure Library®, by focusing on the principle of providing services, empowers IT and the business with the tools they require to enable this alignment. Having become the de-facto standard in IT Service Management, ITIL® has rapidly gained popularity across the globe. Written by an ITIL® Expert trainer who has taught thousands of students and hundreds of organizations, "Foundations of IT Service Management with ITIL® 2011" provides a reader with the introduction to this approach to IT services without the expense of a formal classroom course. While the focus is primarily on providing information required to pass the ITIL® Foundations exam, this book goes beyond those basics to also provide a real understanding of ITIL® to further your knowledge and abilities as a valuable part of IT/business alignment. Using a case-study approach, real issues are discussed that represents challenges experienced by almost every IT organization. This book is supported with access to online sample exams that are constantly updated as new material is available. Based on reader input and the latest ITIL® Foundations syllabus, this book has been updated to provide readers with the most up-to-date exam preparation material possible.

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