

PRACTICAL IT SERVICE MANAGEMENT (SOFT COVER)

- Chapter 1 Introduction to IT Service Management
- Chapter 2 ITIL Service Management Practices
- Chapter 3 Service Desk Function
- Chapter 4 Incident Management
- Chapter 5 Problem Management
- Chapter 6 Change Management
- Chapter 7 Release and Deployment Management
- Chapter 8 Service Asset and Configuration Management
- Chapter 9 Service Level Management
- Chapter 10 Service Catalogue Management
- Chapter 11 Capacity Management
- Chapter 12 Demand Management
- Chapter 13 Availability Management
- Chapter 14 Information Security Management
- Chapter 15 Access Management
- Chapter 16 IT Service Continuity Management
- Chapter 17 Financial Management
- Chapter 18 Supplier Management
- Chapter 19 Operations Management Function
- Chapter 20 General Tips and Advice for IT Service Management
- Appendix 1 Sample SLA between IT Services and RockSolid Business Managers.
- Appendix 2 Sample OLA between IT Department and the Electrical Department

Appendix 3 Sample UC between RockSolid IT Services and ABC Computer Corp

Appendix 4 A simple IT Service Management Flow with Interactions Among Different Processes

Appendix 5 The ITIL Glossary

Appendix 6 ITSM books and Other Resources