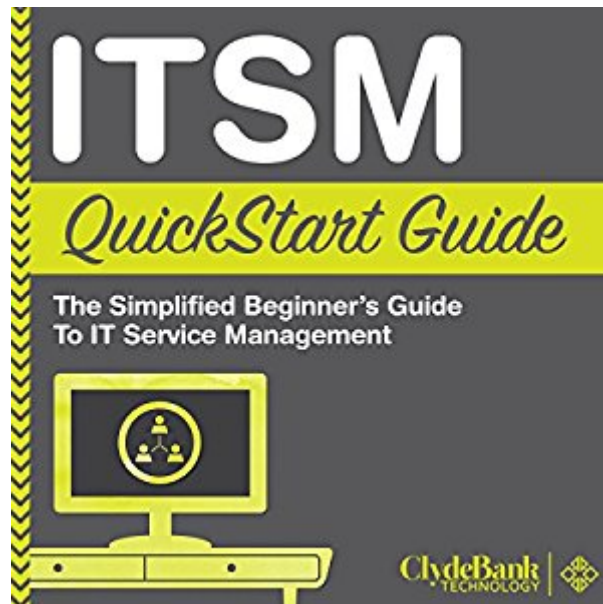


The book was found

# ITSM: QuickStart Guide: The Simplified Beginner's Guide To IT Service Management



## Synopsis

IT Service Management (ITSM) bridges the world of business with the world of technology. In *ITSM for Beginners*, ClydeBank Media traces the modern evolutions in information technology that precipitated the need and inspiration for ITSM. The listener is treated to a comparative analysis of several ITSM philosophies and systematic components. From the core facets of ITIL (Information Technology Infrastructure Library) to more specialized ITSM frameworks such as ISO/IEC 20000 and eTOM, *ITSM for Beginners* offers listeners a comprehensive look at the various theories and metrics that define ITSM. In this book, Clydebank Media brings big ideas down to earth for the everyday listener. *ITSM for Beginners* is the perfect orientation guide for the IT professional's first forays into the culture and language of ITSM. The book is also a great choice for non-technical professionals seeking a more fruitful and seamless interface with IT personnel and assets. You'll learn: In-depth Summary and Analyses of core ITIL Life Cycle Phases and Sub-Components Case Studies in ITSM Application Getting Employees to "buy in" to ITSM by Implementing from the Bottom Up Creating and Leveraging "Service Catalogues" to Clarify and Regiment IT Costs The Capability Maturity Model and its Five Evolutionary Stages Much more!

## Book Information

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## Customer Reviews

I received this quick start guide for the IT Service Manager and I have been reading it on my fire tablet and I am still reading the guide. It is a pretty good guide for the ITSM individual, it is not recommended for the novice who doesn't know any thing about being a service manager but, it can give someone a general idea on what to expect when providing services to its customers. I received

a promotional discount by the seller for my honest review and I can say that it is a pretty good book, a nice one to have in your collection of books within your kindle collection. Here is a brief description by the seller: IT Service Management, Made Simple\*\*Read For Free With Kindle Unlimited! - Free Audiobook + More Included In The Book!\*\*IT Service Management (ITSM) bridges the world of business with the world of technology. In ITSM For Beginners, ClydeBank Media traces the modern evolutions in information technology that precipitated the need and inspiration for ITSM. The reader is treated to a comparative analysis of several ITSM philosophies and systematic components. From the core facets of ITIL (Information Technology Infrastructure Library) to more specialized ITSM frameworks such as ISO/IEC 20000 and eTOM, ITSM For Beginners offers readers a comprehensive look at the various theories and metrics that define ITSM. In this book, Clydebank Media brings big ideas down to earth for the everyday reader. ITSM For Beginners is the perfect orientation guide for the IT Professional's first forays into the culture and language of ITSM. The book is also a great choice for non-technical professionals seeking a more fruitful and seamless interface with IT personnel and assets. You'll Learn...

For my own satisfaction of credibility I will mention that I work for a computer company doing Information technology and engineering work. I found this book thinking "Oh there isn't going to be anything impressive in here." But boy was I wrong. This book goes on to explain the applications of business influence in the field of Information Technology work and why it's useful. It helps to really define what we do and can even help us understand things about the field that others may not have known or even thought to know. I did like the fact that the author also kicked in not only the historic factor in explaining the previous companies that had influence over the technology world. But also explained the reality of how expansive the Technology spectrum really is and how it's incredibly difficult to just follow one path. Admiringly, the book provides a wealth of knowledge and would suffice to any modern day tech user. At the same time though this is a "Quick Start" guide and typically that title alone would draw in any new comers to show interest in this sort of thing. Unless you worked the field and had experience you would have no idea what a lot of this stuff was. I wish that there was a glossary including abbreviations of Software and Hardware and categorize different aspect rather than trying to tie everything together. At that point it simply becomes too cluttered to understand. Like I said, if you are already in this line of work this book will do you wonders otherwise you are going to need to take a lot of time trying to do your own research and get a basic understanding of many of the different phrases and context used in this book. Now, I must show my great appreciation to those who allowed me to collect on this wealth of

knowledge and a deep discount for the purpose of review.

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