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Richard Normann

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will familiarize you with the essential process capabilities required for an efficient service management practice followed by the elements key to its practical implementation customized to the organization s business needs in a sustainable and repeatable manner You ll also discover the critical success factors that will enhance your organization s ability to successfully implement and sustain a service management practice By the end of this handy guide you ll have a solid grasp of service management concepts making this a valuable resource for on the job reference What you will learn Discover a holistic approach to managing services Get acquainted with the service management methods frameworks and best practices Understand the significance of a service management strategy Demonstrate your skills to deliver high quality timely services Find out how to become a respected business partner to your customers Recognize the role of governance outcomes and markets Grasp the concept of value capture and maintaining value over time Explore common processes that lay the foundation for effective service management Who this book is for This book is for anyone interested in gaining a general understanding of the value of enterprise IT service management ESM ITSM including but not limited to IT leadership key business managers business process analysts business analysts IT consultants IT professionals project managers systems integrators service desk managers managed service providers solution providers and sales staff Whether you re new to service management or have prior experience you ll find valuable insights in this book Service Management, Student Workbook Cengiz Haksever, 2013 Services Management Bart van Looy, Paul Gemmel, Roland Dierdonck, 2000 **Pain Management Workbook** Rachel Zoffness, 2020-12-01 Change your brain change your pain that s the empowering message interwoven in this evidence based workbook by pain expert Rachel Zoffness Grounded in cognitive behavioral therapy CBT mindfulness based stress reduction MBSR and neuroscience this important workbook offer readers proven effective pain management techniques so they can break the pain cycle and live with greater joy and fulfillment Management Bart van Looy, Paul Gemmel, Roland Dierdonck, 2013 Over 75% of graduates currently find work in the service industries but there are very few books that deal specifically with the subject of service management This third edition of Services Management provides a comprehensive insight into the industry and its importance in today s economies The book is based on three central strands of services management customers employees and operations The final part of the book addresses the issue of performance management and service strategy Based on a series of research workshops with academics and practitioners at the Service Management C **Service Management For Dummies** Judith S. Hurwitz, Robin Bloor, Marcia Kaufman, Fern Halper, 2009-06-02 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

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