



## ***ITIL SERVICE DELIVERY***

The Service Delivery book looks at what service the business requires of the provider in order to provide adequate support to the business.

Service Delivery is the second element in the new ITIL® Infrastructure Library to be published. Service providers need to offer business users adequate support - Service Delivery covers all aspects that must be taken into consideration. Issues covered include:

- Service Level Management
- Financial Management for IT Services
- Capacity Management
- IT Service Continuity Management
- Availability Management

Each component of service support is discussed separately in the book. The purpose of Service Support is to show the links and the principal relationships between all the Service Management and other Infrastructure Management processes.

This book is also available on CD-ROM.

This book has 380 pages.