



## ***ITIL SERVICE SUPPORT***

The Service Support book is concerned with ensuring that that the customer has access to the appropriate services to support the business functions.

IT Service Management is concerned with delivering and supporting IT services that are appropriate to the business requirements of the organization. ITIL® (the IT Infrastructure Library) is fast becoming an international de facto standard, providing a comprehensive, consistent and coherent set of best practices for IT Service Management, promoting a quality approach to achieving business effectiveness and efficiency in the use of information systems. Service support is the first book to emerge from this process. It consists of:

- Service Desk
- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release 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 308 pages.