



# Service Management For Dummies

*Judith Hurwitz, Robin Bloor, Marcia Kaufman, Fern Halper*

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**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 concept of how IT should be wired specifically into the goals and need of the company and its customers is part of a broader picture that includes ITIL, BPM, SOA, and Six Sigma

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