

IT Service Management Book Order Form



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The **IT Infrastructure Library (ITIL)** is the most comprehensive, structured approach to managing your IT organisation and providing IT Services publicly available in print.

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The books bring together the best IT practices from within the public and private sector, making it the first ever fully comprehensive guide to the operational management of IT services.

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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
- IT Service Continuity Management
- Availability Management
- Contingency Planning
- Capacity Management.

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

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