

IT Service Management Book Order Form



CONAN GROUP
Translating Business Strategy into Action

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

Created as a result of a four-year intensive study on best-practice management models of IT worldwide, the IT Infrastructure Library is recognized as the defacto standard for IT best practice.

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.

Title	Price	Quantity
Service Support Set		
Service Support (Best Practice in ITIL Service Support)	A\$214.50	_____
CD-ROM (Stand Alone PC Licence fee) <i>Network Licence: Price on application</i>	A\$490.00	_____

The Service Support book is concerned with ensuring that the Customer has access to the appropriate services to support the business functions. Issues discussed in this book are:

- Service Desk
- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management

Service Delivery Set		
Service Delivery (Best Practice in ITIL Service Support)	A\$214.50	_____
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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.

Security Management	A\$127.00	_____
CD-ROM	A\$180.00	_____

Anything that threatens information or the processing thereof, will directly endanger the results of the organisation. Whether it concerns the accuracy or timeliness of the information, the availability of processing functions or confidentiality, threats that form risks have to be encountered by security. ITIL provides a foundation for the management of the IT Infrastructure. This book builds on that basis and explains how to organise and maintain the management of security of the IT Infrastructure, from the IT manager's point of view.

ITIL Pocket Guide	A\$27.50	_____
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The ITIL Pocket Guide is the perfect examination companion as it covers each of the ITIL processes in point form.

Conan Group Pty Ltd

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Enabling Business
Objectives Through
Information Technology

Planning to Implement Service Management

Printed copy A\$214.50 _____

CD-ROM (Stand Alone PC Licence fee) A\$490.00 _____

Network Licence: Price on application

Outlines the key issues to be considered when planning for the implementation of IT Service Management including the steps required to implement or improve IT service provision.



Application Management A\$214.50 _____

CD-ROM (Stand Alone PC Licence fee) A\$490.00 _____

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Covers the software development life cycle and provides details on business change with the emphasis on clear requirement definitions and implementation to meet business users' needs.

ICT Infrastructure Management A\$214.50 _____

CD-ROM (Stand Alone PC Licence fee) A\$490.00 _____

Network Licence: Price on application

Guides business users through the planning, delivery and management of quality IT services. This publication covers network service management, operations management, management of local processors, computer installation and acceptance and systems management.

The Business Perspective A\$214.50 _____

Please note that this book is being re-published and is only available after October 2004

CD-ROM (Stand Alone PC Licence fee) A\$490.00 _____

Network Licence: Price on application

This publication is concerned with helping business managers understand IT service provision. Issues covered include business relationship management, partnerships and outsourcing, continuous improvement, exploitation of information, communication, and technology (ICT) for business advantage.

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