

Rob Addy

# Effective IT Service Management

To ITIL and Beyond!

With 50 Figures

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Information technology service management (ITSM) are the activities that are performed by an organization to design, plan, deliver, operate and control information technology (IT) services offered to customers. Differing from more technology-oriented IT management approaches like network management and IT systems management, IT service management is characterized by adopting a process approach towards management, focusing on customer needs and IT services for customers rather than IT systems, and What is ITSM? ServiceNow ITSM aligns with ITIL standards to manage access and availability of services, fulfill service requests, and streamline services. IT Service Management. Transform the impact, speed, and delivery of IT. Provide amazing services, increase productivity, and achieve new insights with a modern service management solution. Learn More View Demo. FEATURED CAPABILITIES. IT service management (ITSM) is a concept that enables an organization to maximize business value from the use of information technology. ITSM positions IT services as the key means of delivering and obtaining value, where an internal or external IT service provider works with business customers, at the same time taking responsibility for the associated costs and risks. ITSM works across the whole lifecycle of a service, from the original strategy, through design, transition and into live operation. ITSM (or IT Service Management) refers to all the activities involved in designing, creating, delivering, supporting and managing the lifecycle of IT services. Well, of course it does, but what are IT services? Think of any piece of technology you use at your workplace – your laptop, the apps installed on it, the printer that your entire team uses, or the option to reset your password even after the first 15 times. They’re all services provided by your IT team. In other words – IT services. IT Service Management (ITSM) is a set of processes used to manage the design, plan, and delivery of services. Explore processes, benefits, and how-tos. What is IT Service Management (ITSM)? IT service management -- often referred to as ITSM -- is simply how IT teams manage the end-to-end delivery of IT services to customers. This includes all the processes and activities to design, create, deliver, and support IT services. The core concept of ITSM is the belief that IT should be delivered as a service.