# LTIL Secrets of Service Level Management: A Process Owner's Guide (Paperback)



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## Reviews

Very helpful to any or all category of folks. It is writter in simple phrases rather than difficult to understand. Its been developed in an exceptionally simple way and is particularly just after i finished reading this pdf in which basically transformed me, modify the way in my opinion.

(Hank Runte)

# LTIL SECRETS OF SERVICE LEVEL MANAGEMENT: A PROCESS OWNER S GUIDE (PAPERBACK)



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TSO, United Kingdom, 2013. Paperback. Condition: New. UK ed.. Language: English. Brand New Book. An ITIL process guide that describes how to plan for, design, transition, operate and improve service level management. With a practical focus and real-life examples, this book turns the theory of SLM into practice. Key Features: Illustrates how service level management interacts with the ITIL service lifecycle, and the lifecycle of service level management itself Includes real-life examples and experience for service level management experts Contains step-by-step guidance to enable practitioners to design and implement elements that support service level management Written in an engaging style.



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