



Managing the IT Services Process (Computer Weekly Professional)

Noel Bruton

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Managing the IT Service Process is the first book of its kind to recognize the truth of IT Service delivery. It takes the overall view of the service management process and links together the elements of service level management, systems availability, costs and benchmarking, and the helpdesk.

In the last 5 years there has been a major structural shift in the IT industry with the traditional position of Helpdesk Manager being replaced by a new function of IT Services Manager. The industry is now concentrating on the formulation of an end-to-end service process that replaces the previous norm of several disparate and non-integrated sections in an IT department such as the helpdesk, applications maintenance, operations, development procurement and systems management. Managers are focusing on a totality of management so they can correlate costs and processes and offer their customers an integrated service.

Managing the IT Services Process is an instructional manual written by an acknowledged industry expert and includes techniques, charts, methods, case studies and anecdotes to support the text. The author encourages the reader to formulate an end-to-end IT service process by using a step by step approach. The text describes and encourages integration in IT and therefore will be useful for managers involved in the unified process.

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