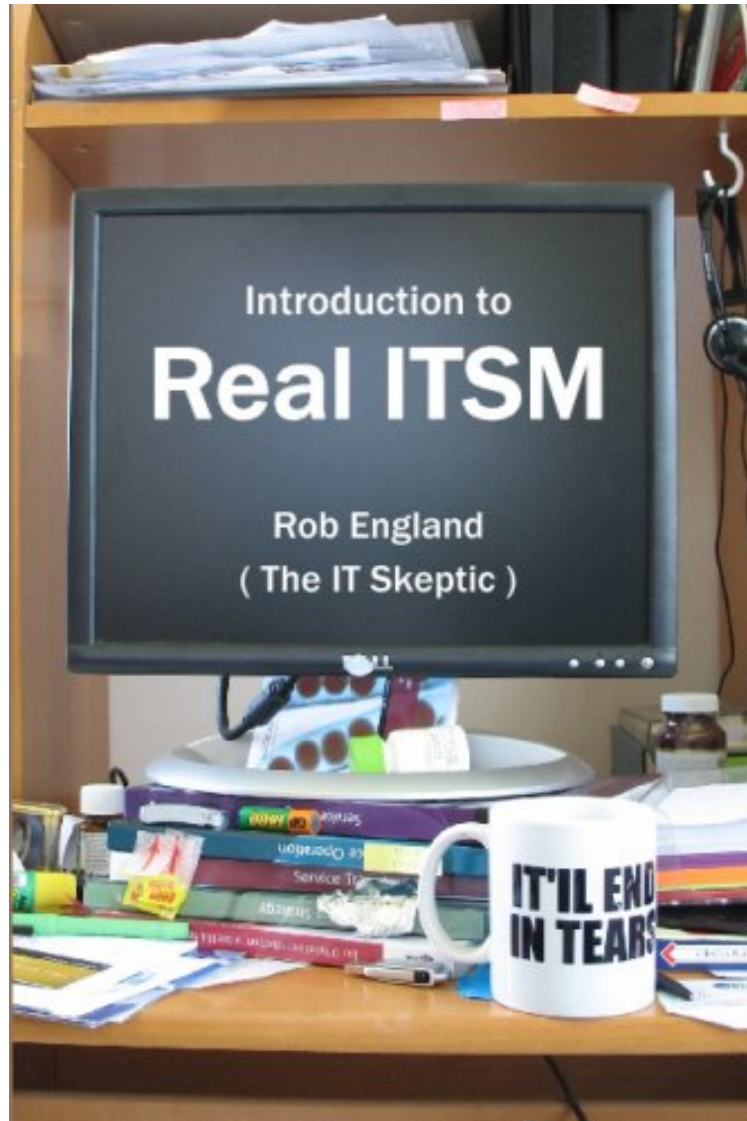


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Introduction To Real Itsm

Rob England

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Rob England : Introduction To Real Itsm before purchasing it in order to gage whether or not it would be worth my time, and all praised Introduction To Real Itsm:

1 of 1 people found the following review helpful. Worrying but very true! I loved itBy Kathryn HowardI've been in and around IT service delivery/management for over 20 years now. And I've been crusading for best (or even just sensible) practice the entire time.I loved this book. Many organisations, mostly unintentional, promote exactly this form of disfunctional service management. It is a perfect lesson in what not to do.My favourite was the Wright Cycle.

I've seen it far too often and it appeals to my black sense of humour. Highly recommended to all who deal in service management. 0 of 0 people found the following review helpful. Great Parody!! By DM This is the Dilbert version of ITSM. It was a great way to look at how most companies do business today and the need to shift to how we view Services and their delivery to the customer. A big thanks to Charlie for recommending this read, too. 0 of 0 people found the following review helpful. One Star By Bryan Lockwood Did not realize this was just management-hating satire.

This humorous book is for those who work in Information Technology (IT) and for those who have IT done to them. Service Management is all the rage in IT at the moment, hence "ITSM". The leading description of ITSM is ITIL(r). This book is not about ITIL. Really. Real ITSM(tm) is a tongue-in-cheek satirical look at what the real-life practices might be, as compared to the idealised models in frameworks like ITIL or COBIT or ISO20000 or ... "[My wife] read the introduction and said it was the first IT book that held her interest past page two" Change Manager, postal service "I experienced numerous moments of amusement, humor and outright hilarity, which made reading this book at my desk during work hours a bit difficult." Bob Grinsell For more on Real ITSM (and more samples from the book!) come to the Real ITSM world at www.realitsm.com

About the Author The IT Skeptic is the pseudonym of Rob England, an IT consultant and commentator. Rob is the newsletter editor for itSMFnz, the professional body for IT Service Management (ITIL) practitioners. Rob was awarded the inaugural New Zealand IT Service Management Champion award in 2011 by itSMFnz, voted the best speaker at the 2011 itSMFnz national conference, and is acknowledged as a contributor to the ITIL 2011 core book Service Strategy. He is the author of a popular blog at www.itskeptic.org and many articles taking a critical look at IT's absurdities, especially those relating to ITIL and CMDB. He is also a paid-up Skeptic. He lives with his wife and son in a small house in a small village in a small country far away. More about Rob at www.twohills.co.nz/profile