

Itil Service Delivery



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This publication is the second element in the new ITIL Infrastructure Library, it covers aspects that service providers must take into consideration. Issues covered include: service level management; financial management for IT services; IT service continuity

management; availability management contingency planning and capacity management. Each component of service delivery is discussed separately in the book. The purpose of this text is to show the links and the principal relationships between all the service management and other infrastructure management processes. It is the sister publication to service support which was published in 2000.

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