
Book:ITIL Implementation Guide



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ITIL Implementation Guide

Implementing ITIL in ServiceNow

ITIL Implementation Guide

Service Design

Service Level Management

Availability Management

Capacity Management

Supplier Management

Service Catalog Management

Service Transition

Change Management

Knowledge Management

Asset Management

Configuration Management

Release Management

Service Operation

Request Fulfillment Management

Event Management

Incident Management

Problem Management

Facilities Service Management

References

[1] http://en.wikipedia.org/wiki/Special%3Abook%2Fload_collection%2F?colltitle=Book%3AITIL_Implementation_Guide

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