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Real ITSM and a regular program of professional development, such as attending Real ITSM webcasts, courses and meetings. 2 London, Tanzania not London, England 3 The Real ITSM community is of course the vendors, consultants, trainers, examiners and publishers.

### **Introduction to Real ITSM (A preview) Rob England**

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Real ITSM is a tongue-in-cheek satirical look at what the real-life processes of IT Service Management might be, as compared to the "official" defined processes published in the authorised books of frameworks like ITIL. Find out what the Service Desk are really up to. The Introduction to Real ITSM is not all lampooning the status quo in IT.

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Introduction to Real Itsm 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."

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IT Service Management Functions - Processes - Roles Process Model Service Owner Process Owner IT Service Management ± IT Service Management is the coordinated design, implementation and operation of several widely accepted frameworks, methods and standards as part of an enterprise IT continual service improvement program.

### **ITIL Foundation Course 2 - Introduction to ITSM**

Defined best practice processes with a good supporting IT service management toolset yields tremendous benefits in quality, cost, efficiency and customer satisfaction. Benefits are derived as depicted below .

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