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abc is like an iceberg much of it hidden beneath the surface yet capable of inflicting enormous damage to your organization or more importantly your business with growing importance of it to business operations we can no longer afford to have our itsm improvement programs and initiatives fail because of attitude behavior or culture issues this book describes what abc is why it is important and gives practical cases and examples in dealing with abc issues the book contains more than 35 case examples from industry experts and practitioners on what they

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application management refers to the maintenance and enhancement of information systems and accounts for a large proportion of it expenditure this publication contains information on the asl the application services library framework which is currently the only public domain application management standard in the world aspects discussed include the structure of the asl framework maintenance processes including configuration capacity and continuity management impact analysis design testing and implementation connecting processes such as software control and distribution application cycle management organisations cycle management relationships with other forms of management application and introduction of asl

the service catalog is a fundamental it tool covering the services themselves default capabilities

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