For over 20 years IT Service Management (ITSM) has been considered globally accepted best practice. The industry experts of this century agree on its value. Why then do some ITSM implementations fail to succeed? Research has concluded that often, the reason for this is a lack of executive commitment. One of two scenarios is common; 1) failed attempts to gain executive support or 2) failure to retain support over time. A corporate environment where the need to change is not demonstrated at the highest levels within the organization erodes the momentum created during the initial implementation and creates diminishing returns. The required cultural change fails to embed itself in the daily ITSM activities. The reality that has been proven over and over again is that adopting ITSM can mean the difference between survival or extinction of an IT department and often the business itself. ITSM saves money. ITSM is what many of the top performing companies in the world use to manage services.

http://bit.ly/1zXhYSS


ISO/IEC 20000 An Introduction, Van Haren Publishing, 2008, Business & Economics, 226 pages. This Introduction provides an easy to read document that explains the nature, content and aim of ISO 20000. It is aimed at a broad range of practitioners, trainers and students.


ITIL IT Service Management - 100 Most Asked questions on IT Service Management and ITIL
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The Diary of Lt. John Barker, John Barker, 1924, Soldiers, 73 pages
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