
Table of Contents

Introduction	1
Purpose.....	1
Audience.....	1
Organization of the Book	1
Service Strategy	3
Practices	3
Overview Diagram.....	5
Service Strategy Key Concepts.....	6
Service Design	11
Service Design Key Concepts	13
Service Catalog Management.....	16
Service Level Management	18
Capacity Management	20
Availability Management	22
IT Service Continuity Management	24
Information Security Management.....	26
Supplier Management.....	28
Other Practices	30
Additional Service Design Roles.....	30
Service Transition	31
Service Transition Key Concepts.....	33
Service Asset and Configuration Management.....	38
Change Management.....	42
Release and Deployment Management	44
Service Validation and Testing.....	46
Transition Planning and Support	48
Knowledge Management.....	50

Evaluation.....	52
Other Practices	54
Additional Service Transition Roles.....	54
Service Operation.....	55
Service Operation Key Concepts.....	57
Event Management.....	60
Incident Management.....	62
Request Fulfillment	64
Problem Management	66
Access Management.....	68
Other Practices	70
Service Operation Functions	72
Additional Service Operation Roles	74
Continual Service Improvement.....	75
Index.....	79