

Service Offerings and Agreements - A Guide for ITIL® V3 Exam Candidates

Richard Griffiths



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Service Offerings and Agreements - A Guide for ITIL® V3 Exam Candidates Richard Griffiths By implementing good practice in service offerings and agreements, IT departments can achieve high levels of customer satisfaction by merging demand, supplier and financial management with the service portfolio and service catalogue. An intermediate level guide for exam candidates and for IT departments, this book provides clarification and expansion of the core ITIL® texts.

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