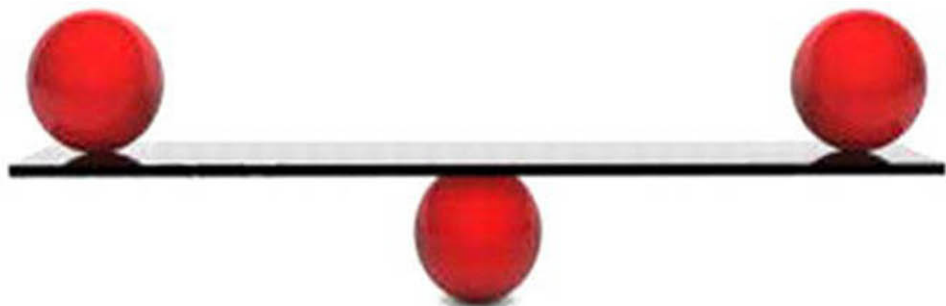


SERVICE INTELLIGENCE



Improving Your Bottom Line
with the Power of **IT Service Management**



Pearson

SHARON TAYLOR

Praise for *Service Intelligence*

“Sharon Taylor has earned the respect of the service management industry for her willingness to stretch the boundaries of conventional wisdom, for example, by extending the principles of service management through to the full service lifecycle.”

—Ian Head, Research Director, Service Management and Process Improvement, Gartner Inc.

“This book is a really practical, broad-based, and friendly explanation of why service management is so important for delivering better service faster and at lower cost. It is written by an expert with international status, who has personally shaped the way the service management industry operates.

—Jenny Dugmore, Director of Service Matters and Chair of the ISO/IEC 20000 Series Committee

“Customers, vendors and practitioners can all learn from the experience of Sharon Taylor when it comes to implementing IT Service Management concepts.”

—Markos Symeonides, Executive Vice President, Axios Systems

“Best practices in the field of IT Service Management today have matured as a result of Sharon Taylor’s commitment to and leadership in the industry. Her contributions while Chairman of itSMF International and work in authoring numerous ITSM books have helped to spread the adoption of IT best practice across the globe. Taylor is one of the most well-respected thought leaders in our industry. It is, therefore, no surprise that she was awarded the ITSM Lifetime Achievement Award in 2008.”

—Emily Sturm, Marketing Manager, Axios Systems

“*Service Intelligence* is excellent because it is easy to read, easy to follow, and easy to understand, which for me, are the basic tenets upon which the best business and technical books are built. Full of examples and supporting graphics, the journey through the book progresses without confusion or the need to constantly refer back to earlier chapters. The lessons contained in the book will be invaluable to all organizations, both large and small.”

—Malcolm Fry

Service Intelligence: Improving Your Bottom Line with the Power of IT Service Management

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