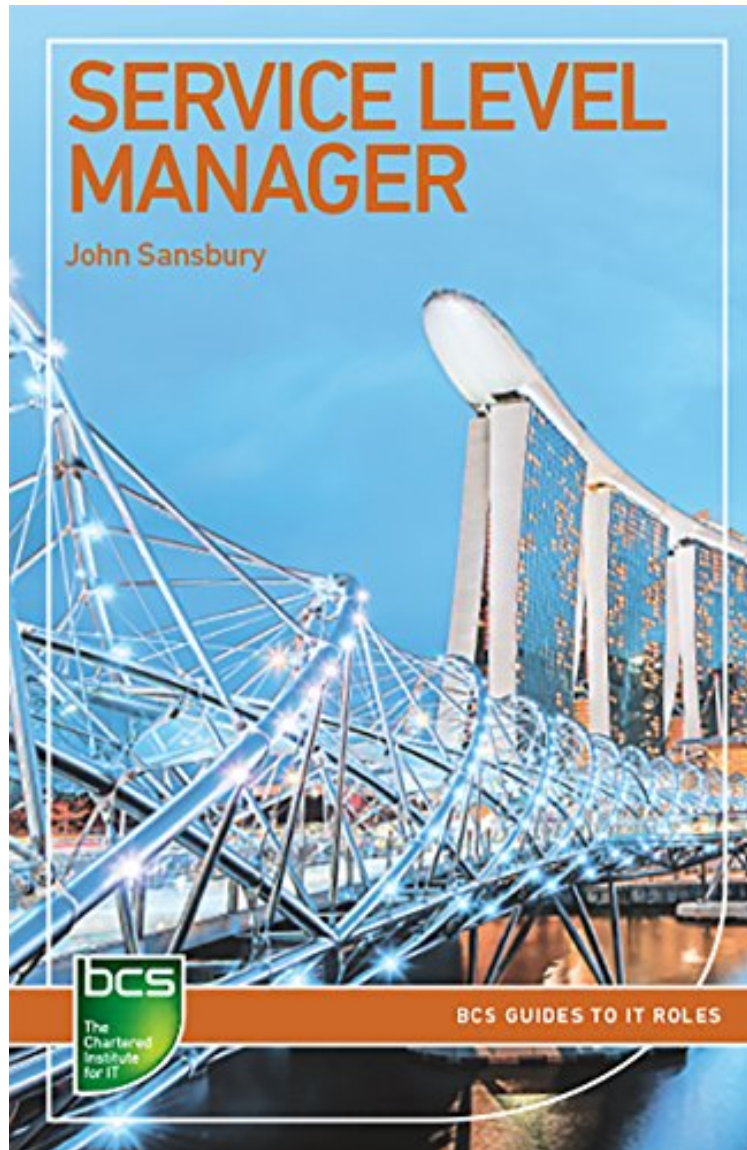


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Service Level Manager: Careers in IT service management (BCS Guides to IT Roles)

John Sansbury

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John Sansbury : Service Level Manager: Careers in IT service management (BCS Guides to IT Roles) before purchasing it in order to gage whether or not it would be worth my time, and all praised Service Level Manager: Careers in IT service management (BCS Guides to IT Roles):

The role of service level manager is a critical one in that the agreements negotiated with customers should inform the activities of the service provider. This book aims to help those whose role is to establish, negotiate, manage or update service level agreements and to use these as the basis of continual service improvement. It covers areas such as purpose, required skills, responsibilities, interface and career progression as well as tools, standards and frameworks related to the role.

'The real success of this book is that rather than talk in ethereal, theoretical terms it addresses the subject from a practical standpoint with usable suggestions highlighting the 'how' rather than just the 'what'. This is a focus that so many books in the ITSM space are missing.' Chris Evans, ITSM Specialist
About the Author John Sansbury owns Infrassistance, a consultancy specialising in service management, is an ITIL practitioner, examiner, trainer, speaker, author and consultant as well as a Chartered IT Professional and Fellow of BCS. He is passionate about service management and has helped some of the world's largest organisations improve the delivery of their IT services.