



Defining IT Success Through The Service Catalog: A Practical Guide, Second Edition

Troy DuMoulin, Rodrigo Flores, Bill Fine

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Building on the success of the first edition, this new edition is aligned with the latest, **vital ITIL version 3 content**. At the core of this volume is the fundamental principle that the IT Service Catalog has transformed from its role as being one output in the Service Level Management process to becoming the cornerstone deliverable items of a successful IT Service Management organization.

NEW! Service Catalog Tools chapter! The Service Catalog is the tool through which IT can define its business value by providing clear, easy-to-access services and support for all other business units striving to achieve corporate goals.

This edition gives practical guidance on how to setup and develop the structures of the Service Catalog.

Readers learn how the Service Catalog plays a critical role in demonstrating real value to the consumers of IT services including:

Business Customers

Business Users

Peer IT Groups

Written by industry experts and using real case studies, this valuable text takes the reader beyond the theoretical to focus on the real business benefits of Service Catalogs and provides the steps for a successful implementation within any organization.

FREE Service Catalog Templates included making this book one of the most valuable additions to your IT library.

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