



Service Offerings and Agreements: A Guide for ITIL Exam Candidates - Second Edition

Richard Griffiths

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By implementing good practice in service offerings and agreements, IT departments can achieve high levels of customer satisfaction. This book is aimed at Intermediate Certificate candidates and people within organisations of any size who are tasked with service portfolio management, business relationship management, service catalogue management, service level management, demand management, supplier management and financial management. An intermediate level guide, it provides clarification and expansion of the core ITIL® texts. This new edition reflects the current thinking from ITIL, in particular the greater emphasis on business relationship management, and is aligned to the latest syllabus for the Intermediate Certificate in Service Offerings and Agreements. An ITIL licensed product.

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