



The ITSM Iron Triangle - Incidents, changes and problems (Stories in transforming ITIL® best practice into operational success Book 1)

Daniel McLean

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This innovative work of fiction demonstrates how ITIL® best practice can ensure the success of your IT process implementation projects. It is based on real-life, up-to-date situations and offers vital strategies to implement the most important aspects of ITIL into your business and to tailor them to your organisation's particular needs.

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