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# ITSM

IT service management (ITSM)

[https://en.wikipedia.org/wiki/IT\\_service\\_management](https://en.wikipedia.org/wiki/IT_service_management)

Snippet from *Wikipedia*: **IT service management**

**Information technology service management (ITSM)** are the activities performed by an organization to design, build, deliver, operate and control information technology (IT) services offered to customers.

Differing from more technology-oriented IT management approaches like network management and IT systems management, IT service management is characterized by adopting a process approach towards management, focusing on customer needs and IT services for customers rather than IT systems, and stressing continual improvement. The CIO WaterCooler's annual ITSM report states that business uses ITSM "mostly in support of customer experience (35%) and service quality (48%)."

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## External links:

- [https://cio-wiki.org/wiki/IT\\_Service\\_Management\\_\(ITSM\)](https://cio-wiki.org/wiki/IT_Service_Management_(ITSM))

[method](#), [maintenance](#)

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Last update: **2022/08/10 06:25**

