

IT Service Management Book Order Form



CONAN GROUP
Translating Business Strategy into Action

ITIL Service Support V2

	Price	Quantity
Conan Group Client or ITIL Mastermind Forum Member	A\$145.00	_____
Standard price	A\$160.00	_____

The Service Support book is concerned with ensuring that the Customer has access to the appropriate services to support the business functions. Issues discussed in this book are:

Service Desk, Incident Management, Problem Management, Configuration Management, Change Management, Release management

ITIL Service Delivery V2

	Price	Quantity
Conan Group Client or ITIL Mastermind Forum Member	A\$145.00	_____
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Service Delivery is the second element in the new ITIL Infrastructure Library to be published. Service providers need to offer business users adequate support - Service Delivery covers all aspects that must be taken into consideration.

Issues covered include:

Service Level Management, Financial Management for IT Services, IT Service Continuity Management, Availability Management, Capacity Management.

ITIL Security Management V2

	Price	Quantity
Conan Group Client or ITIL Mastermind Forum Member	A\$ 95.00	_____
Standard price	A\$110.00	_____

For Information Technology (IT), information is the core of its existence. Anything that threatens information or the processing thereof, will directly endanger the results of the organisation. This book builds explains how to organise and maintain the management of security of the IT Infrastructure, from the IT manager's point of view.

IT Service Management based on ITIL V3: A Pocket Guide

	Price	Quantity
Standard price	A\$27.50	_____

The ITIL Pocket Guide is the perfect examination companion as it covers each of the ITIL processes in point form. One of the most popular ITIL books, it is a quick portable reference tool designed for managers, to provide an overall picture of the ITIL V3 upgrade. It covers the ITIL V3 Service Lifecycle approach and also describes the ITIL V3 functions and processes.

The Introduction to the ITIL Service Lifecycle Book

	Price	Quantity
Conan Group Client or ITIL Mastermind Forum Member	A\$155.00	_____
Standard price	A\$170.00	_____

This publication is your gateway to ITIL explaining the basic concept of IT Service Management and the place of ITIL. Introduces the new lifecycle model, and puts into context all the familiar ITIL processes from the earlier books.

Service Strategy

	Price	Quantity
Conan Group Client or ITIL Mastermind Forum Member	A\$155.00	_____
Standard price	A\$170.00	_____

Concepts and guidance in this publication include: Service Management strategy and value planning; Linking IT service strategy to business needs; Planning and implementing service strategy.

Enabling Business
Objectives Through
Information Technology

Conan Group Pty Ltd

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ITIL V3 Books continued ...

Service Design

	Price	Quantity
Conan Group Client or ITIL Mastermind Forum Member	A\$155.00	_____
Standard price	A\$170.00	_____

Concepts and guidance in this publication include: Service design objectives and elements; Selecting the service design model; Cost models; Benefit/risk analysis; Implementing service design; Measurement and control.

Service Transition

	Price	Quantity
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Concepts and guidance in this publication include: Managing organisational and cultural change; Knowledge management; Service knowledge management system; Methods, practices and tools; Measurement and control; Companion best practices.

Service Operation Book

	Price	Quantity
Conan Group Client or ITIL Mastermind Forum Member	A\$155.00	_____
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Concepts and guidance in this publication include: Application Management; Change Management; Operations Management; Control processes and function; Scalable practices; Measurement and control

Continual Service Improvement Book

	Price	Quantity
Conan Group Client or ITIL Mastermind Forum Member	A\$155.00	_____
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Concepts and guidance in this publication include: Business and technology drivers for improvement; Justification; Business, financial and organisational improvements; Methods, practices and tools; Measurement and control; Companion best practices.

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