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Step Two provides guidance on where to start and how to achieve that first critical “quick win.” With the new service model,... In terms of the ITSM Lifecycle, as defined by ITIL®, the first ... is ...

Ten Steps to ITSM Success: A Practitioner’s Guide to Enterprise IT Transformation

CHAPTER 18: THE ITIL/COBIT/ISO27002 JOINT FRAMEWORK ... implement an IT governance framework that draws on the guidance in this book, combined with the input of an experienced IT governance ...

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