



# IT Service Management: Support for your ITSM Foundation exam

*John Sansbury, Ernest Brewster, Aidan Lawes, Richard Griffiths*

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Whether you're preparing for your service management foundation exam, or simply want to understand service management better, this new edition of our popular book covers the latest thinking and provides a comprehensive, practical introduction to IT service management.

Building on their collective service management experience, the authors walk you through essential concepts including processes, functions and roles and illustrate these with real-life examples.

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