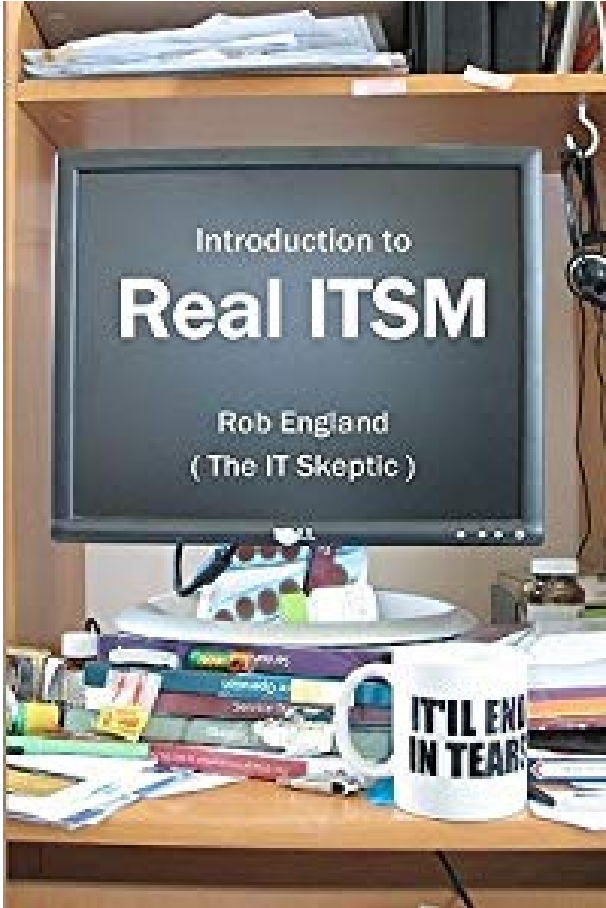


# Introduction to Real ITSM



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This humorous book is for those who work in Information Technology (IT) and for those who have IT done to them. Service Management is all the rage in IT at the moment, hence "ITSM." The leading description of ITSM is ITIL®. This book is not about ITIL.

Really. Real ITSM™ is a tongue-in-cheek satirical look at what the real-life practices might be, as compared to the idealised models in frameworks like ITIL or COBIT or ISO 20 000 or... "[My wife read the introduction and said it was the first IT book that held her interest past page two" Change Manager, postal service "I experienced numerous moments of amusement, humor and outright hilarity, which made reading this book at my desk during work hours a bit difficult." Bob Grinsell