



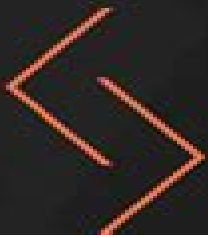
1ST EDITION

A Practical Guide to Service Management

Insights from industry experts for uncovering, implementing,
and improving service management practices

KEITH D. SUTHERLAND
LAWRENCE J. "BUTCH" SHEETS

Foreword by Lisa Schwartz, Founder and CEO, ITSM Academy



A Practical Guide

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