



## ITSM Iron Triangle: Incidents, Changes And Problems

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This innovative work of fiction demonstrates how ITIL® best practice can ensure the success of your IT process implementation projects. It is based on real-life, up-to-date situations and offers vital strategies to implement the most important aspects of ITIL into your business and to tailor them to your organization's particular needs. You will understand: - your colleagues and how to obtain their commitment to your objective - how to communicate your goals in a way that will enthuse others - how to build your own credibility - some of the pitfalls to avoid when dealing with leadership, peers and subordinates - how to encourage others across the organization to take ownership of aspects of the process - the difference between knowledge and solutions - who your clients are and how to ensure they are happy - the importance of communicating the Why, as well as the What and the How - the importance of measuring and communicating your successes!

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