

## ServiceDesk Plus 8.x Essentials



In Detail IT service management (ITSM) refers to the implementation and management of quality IT services that meet the needs of your business. ServiceDesk Plus is an integrated web-based helpdesk tool that assists you in planning, setting up, and achieving the timely execution of IT services efficiently. ServiceDesk Plus 8.x Essentials is a practical, hands-on guide that walks you through the features of ServiceDesk Plus 8.x to help you set up and manage day-to-day IT services. The book also helps you to understand and practice the ITIL methodologies while using the tool for daily operations. ServiceDesk Plus 8.x Essentials conceptualizes the ITIL framework and takes you through the core processes and their implementation in ServiceDesk Plus 8.x in an easy and practical manner. The book will also help you to learn the process flows and manage incidents, problems, assets, and configurations while understanding the scope and responsibilities of the helpdesk. It also takes you through controlling changes and releases and highlights the features of the tools. If you need a concise handbook for a complete understanding of the metrics, challenges and risks of ITSM, then you have found the right book. With ServiceDesk Plus 8.x Essentials, you will learn everything you need to know to administer and manage IT services using ServiceDesk Plus, while making ITIL concepts practical and fun. Approach This is a practical, hands-on guide that assists you in setting up and efficiently managing ITSM. Who this book is for ServiceDesk Plus 8.x Essentials is for IT helpdesk managers, administrators, and staff, serving as a compendium for service management concepts useful for them.

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but Service - Selection from ServiceDesk Plus 8.x Essentials Differentiating between Service Portfolio and Service Catalog Selection from ServiceDesk Plus 8.x Essentials [Book] Before imparting on the journey to understand how ServiceDesk Plus helps in managing IT services, Managing purchase orders - ServiceDesk Plus 8.x Essentials [Book] Ankush Agarwal is the author of Servicedesk Plus 8.X Essentials (5.00 avg rating, 1 rating, 0 reviews, published 2013) and ServiceDesk Plus 8.x Essential ServiceDesk Plus 8.x Essentials is a mini handbook for Admins, Managers, and staffs involved in providing IT services to users/customers. The objective of the Servicedesk Plus 8.x Essentials - Ankush Agarwal - pocketbok Managing purchase orders Now that weve seen the management of all types of assets and CIs in ServiceDesk Plus, we can focus on the only missing link of