



Service Management
101: One-on-One
Outside-In Thinking for Service Provider Organizations

Service Incident Management 102

**How to Design and Sustain a System for
Managing Incidents as they Relate to Vital
Mission Activities and Service Guarantees**

Student Workbook

Designed by and for Service Management professionals

The Service Management 101 Series of solutions are designed and maintained with the direct involvement of clients, industry consultants and subject matter experts. Each is completely configurable to support the needs of executive briefings, strategy design sessions, or Service Management specific training programs.

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Class Workbook

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