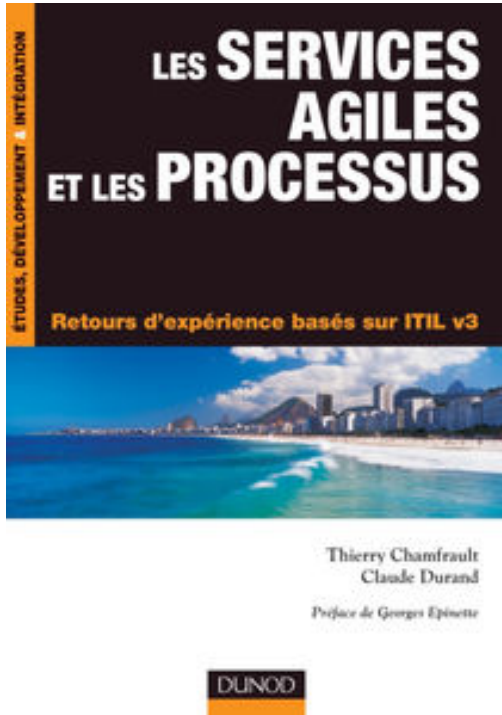


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L'ouvrage couvre l'ensemble des processus de la gestion des services :

- La stratégie des services,
- La conception des services,
- La transition des services,
- L'exploitation des services,
- L'amélioration continue des services,

De manière concrète les auteurs fournissent les clés d'une mise en œuvre réussie de ces processus allant bien au-delà

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