



Foundations of Service Level Management

Rick Sturm, Wayne Morris

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Foundations of Service Level Management provides detailed recommendations for creating a service level management strategy and establishing service level agreements. This book also shows IT managers and executives at third-party SLM companies how to deploy services more quickly, placing a premium on time to market and time to scale, become more service oriented, delivering guaranteed services through service-level agreements (SLAs), evolve from reactive network management to proactive service management, and reduce costs whenever possible by automating network and service management.

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