

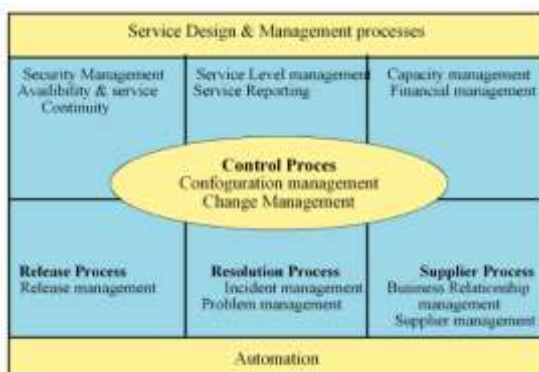
# ICT Service Management

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ICT service management can be defined as the process which helps an organisation in shifting from an approach which is infrastructure based to business centric approach. ICT service management has become very popular recently among different organisations. This technology is the upgraded form of the Information technology. In this technology the emphasis is provided on the communication which is unified in nature. This is an integral form of the Information Technology & incorporates other technologies like the telecommunication other software. Few recent application of the ICT service are smart phones, different robots & Smart TVs. There are various components of the ICT & these are internet access, software, hardware, cloud computing & data.



This modern technology has large social as well as economic impact. This has changed the way people communicate with each other & work. This ICT service takes into account various customer needs. Certification regarding the ICT service management is a crucial step towards providing quality & efficient services to customers by different organisation. The IT service management forum is an international organisation & is responsible for managing ICT services.



## References

Galup, S. D., Dattero, R., Quan, J. J., & Conger, S. (2009). An overview of IT service management. *Communications of the ACM*, 52(5), 124-127.

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## ICT SERVICE MANAGEMENT

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