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process-based IT management  
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customers. ITSM involves a paradigm shift from managing IT as stacks of individual components to focusing on the delivery of end-to-end services using best practice process models.. source: UC Berkeley

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Many of us have used ITSM to break down the functional silos in IT, only to find that the organization is nothing more than a large collection of silos across the enterprise. Bringing service

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management to the enterprise can go a long way toward breaking down these silos and enabling service providers to align and integrate their services, delivering a far better result to the organization.

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