BEST PRACTICE

NOT THE

itSMF NL

IT Service Management FROM HELL!

A GUIDE TO WORST PRACTICES

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Project managing ITSM from hell

(implement ITIL that works!!)

Brian Johnson
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Van Haren
PUBLISHING

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Sejanus was a liar but so fine a general of lies that he knew how to marshal them into an alert and disciplined formation which would come off best in any skirmish with suspicions or any general engagement with the truth.

Robert Graves
from 'I, Claudius'

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Foreword

'We are all in the gutter, but some of us are so hammered we can see the stars.'

I wrote that (it is a work in progress, I have to say) to illustrate the wit and ready repartee that epitomises the apocalyptic approach to ITSM redolent in this work. I tried Sado-Masochism when I was a bit younger and more supple, which is of course.....what? not sado..? really?, oh, sorry.

Start again. IT Service Management?? Of course it is. And project management?. OK.

This piece of work claims to be politically incorrect, sexist and IT-centric. And it achieves all three. I recommend this book to you unreservedly if you wish to provide the worst possible services to your customers. Which is of course NOT the reason that Brian and Paul wrote this warped vision of project management and ITSM. Be aware, that most of the items raised as comic issues make uncomfortable reading, because we can all identify someone who really believes in them!

I know them well enough to believe that they really ARE being ironic. Of course, I know Paul very well but best not to mention that before the trial.

Oscar Wilde
Reading Gaol

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