



# Configuration Management: Expert guidance for IT service managers and practitioners

*Shirley Lacy, David Norfolk*

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Configuration management is the tracking, recording and monitoring of the elements of a business IT system and any changes and developments. This book provides invaluable advice and real-life examples for IT professionals who are implementing configuration management and also for technology-savvy business managers who need to use automated business services. The revised edition is updated to reflect latest IT service management practice.

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