

# Hdi Support Center Analyst Guide

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the purpose of this book is to provide practical process guide for technical support centres it is based on the itil processes covered in service support isbn 011330952x and service delivery isbn 0113309503 but also includes additional processes as well as a balanced scorecard service model processes covered in the book are financial and operations management knowledge management configuration management change management release management incident management problem management service level management capacity and workforce management availability management it service continuity management and customer satisfaction measurement

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