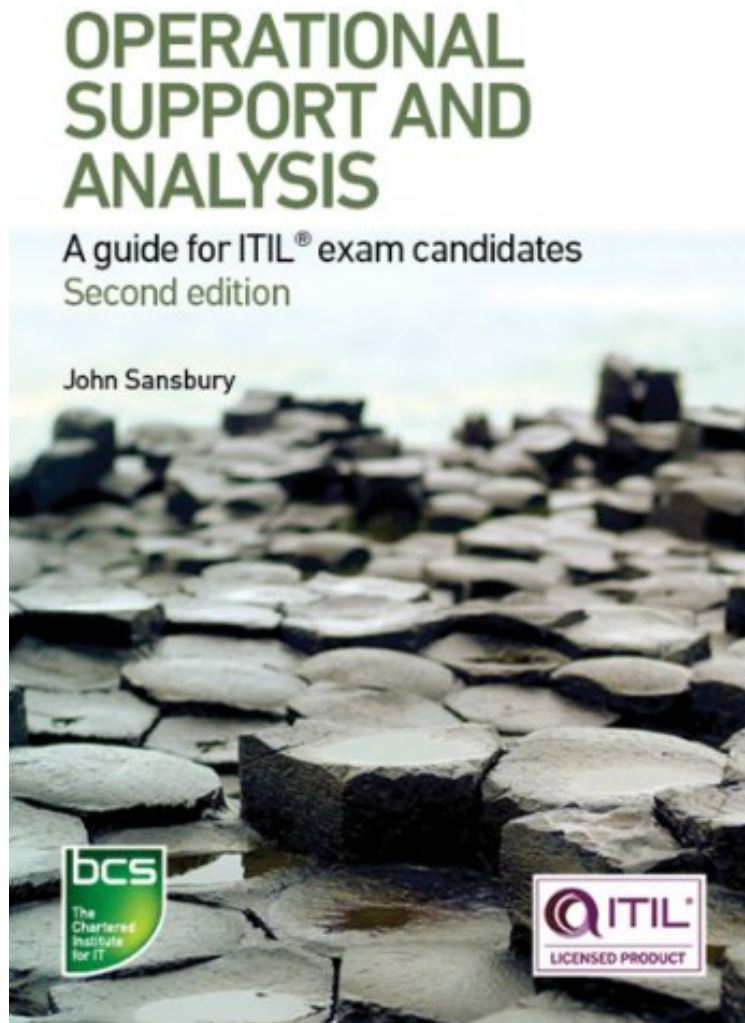


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About the AuthorJohn Sansbury owns Infrassistance, a consultancy specialising in service management. He is an ITIL practitioner, examiner, trainer, author and consultant and a Chartered IT Professional and Fellow of BCS. He is passionate about service management and has helped some of the world's largest organisations improve the delivery of their IT services.