

# POB as an IT Service Management solution



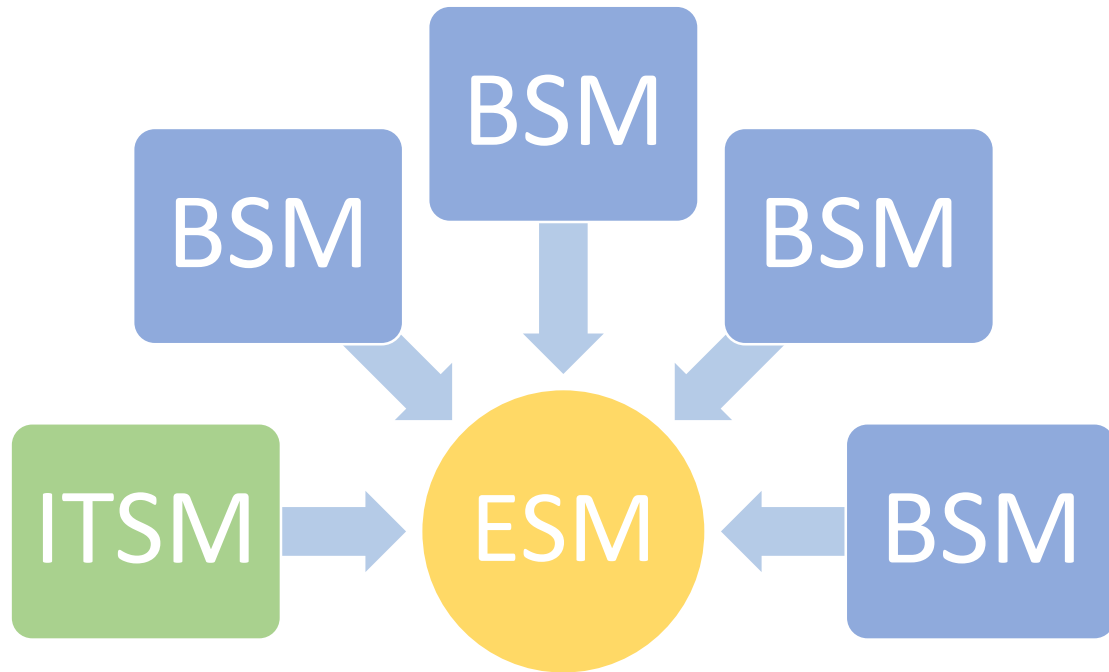


# POB as an IT Service Management solution



# ITSM – BSM – ESM

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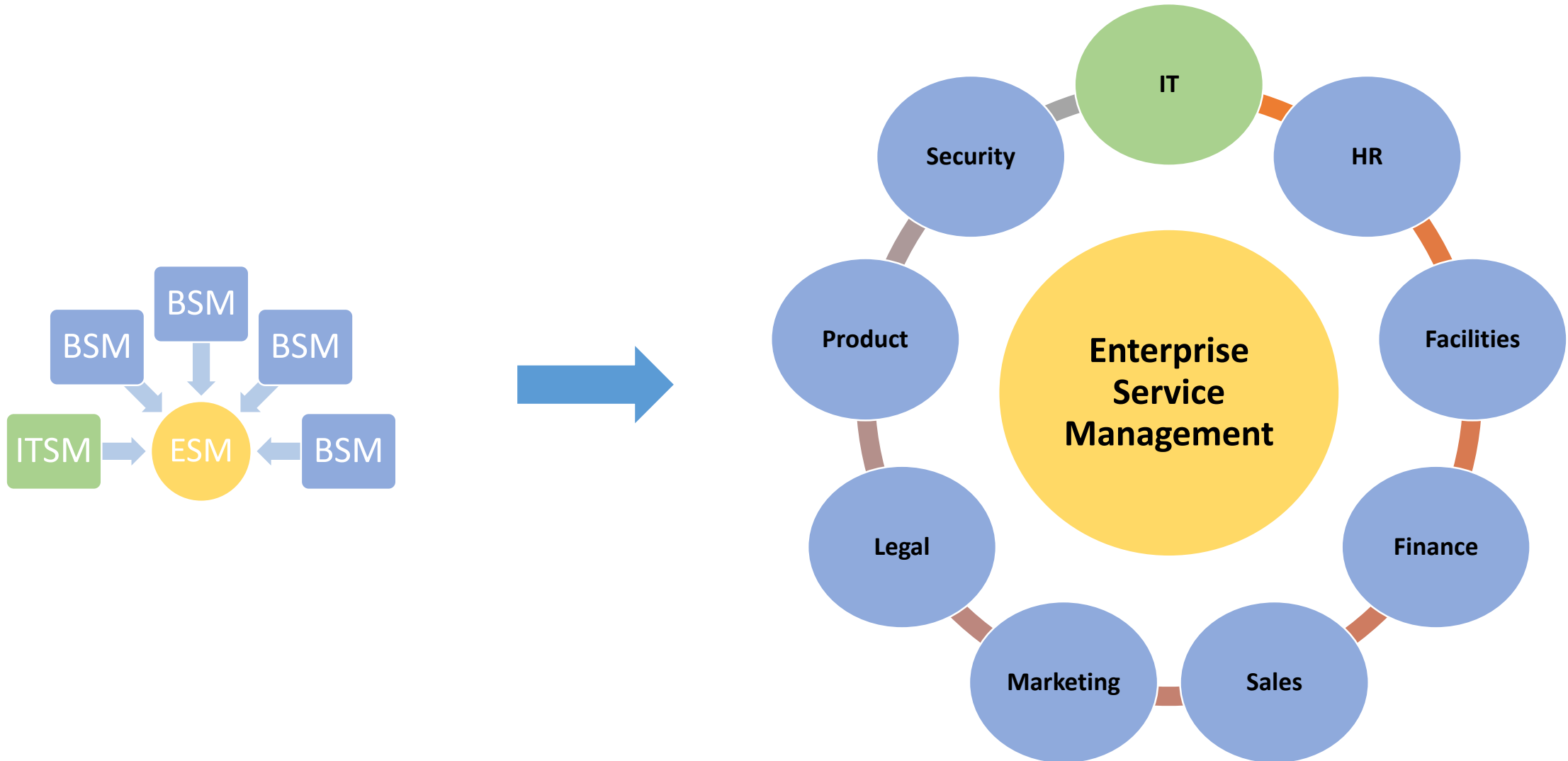


**IT Service  
Management**

**Business Service  
Management**

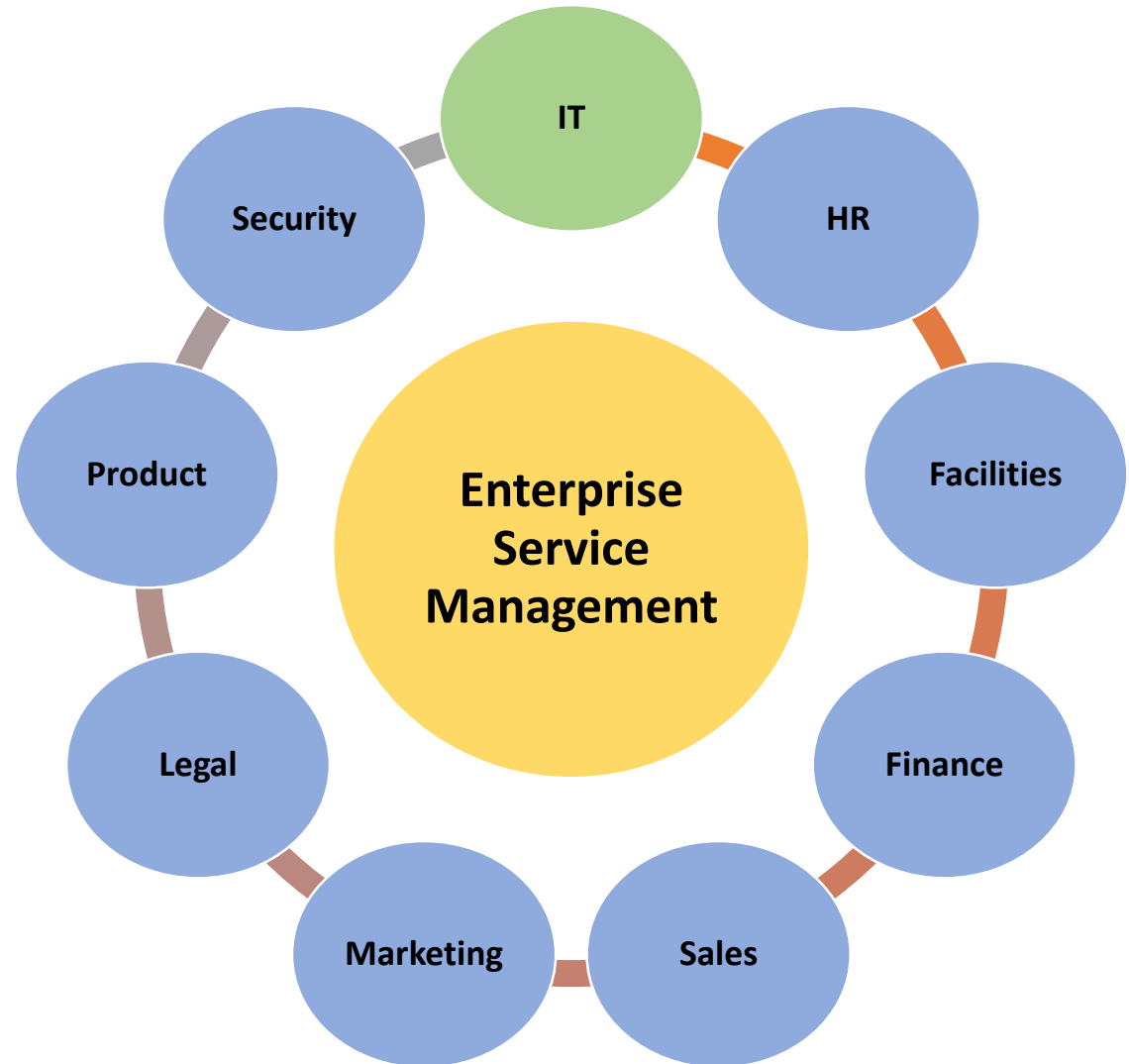
**Enterprise Service  
Management**

# Service Processes outside IT



# 5 key issues

- 🌀 Security
- 🌀 Terminology
- 🌀 User Interface
- 🌀 Master Data
- 🌀 Business processes



# Questions?

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1. ...

2. ...

3. ...

4. ...

5. ...

6. ...