

Infrastructure Service Management in a Box: A Step-by-Step Guide for Building World-Class Infrastructure Services

Use this roadmap to identify the key steps and timeline for building Infrastructure services. For detailed guidance on each of these six steps, see Infrastructure Service Management in a Box: Principles and Practices for World-Class Infrastructure Service Management



¹To be reviewed at least annually.
²Should be regularly recurring activity.

For more information on Infrastructure Service Management in a Box and other resources from CEB Infrastructure Leadership Council, please contact your account manager or e-mail Infrastructure.Support@executiveboard.com