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it service management foundation pdf

Field service management (FSM) refers to the management of a company's resources employed at or en route to the property of clients, rather than on company property. Examples include locating vehicles, managing worker activity, scheduling and dispatching work, ensuring driver safety, and integrating the management of such activities with inventory, billing, accounting and other back-office systems.

Field service management - Wikipedia

Management (or managing) is the administration of an organization, whether it is a business, a not-for-profit organization, or government body. Management includes the activities of setting the strategy of an organization and coordinating the efforts of its employees (or of volunteers) to accomplish its objectives through the application of available resources, such as financial, natural ...

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