

Metrics For Service Management Designing For Itil Best Practice Series

The IT Service Part 2 - The Handbook Quality of Service Architectures for Wireless Networks: Performance Metrics and Management Metrics for Service Management: Trends in Supply Chain Design and Management Designing Sustainable Products, Services and Manufacturing Systems Metrics for IT Service Management Service-Oriented Computing - IC SOC 2007 Designing and Tracking Knowledge Management Metrics Challenges for Next Generation Network Operations and Service Management Business Web Strategy: Design, Alignment, and Application Govern metrics and Technological Innovation for Public Policy Design and Precision Project Management Metrics, KPIs, and Dashboards The Definitive Guide to IT Service Metrics IT Service Management Service Leadership Trends and Research in the Decision Sciences Implementing Metrics for IT Service Management Passing the ITIL® Foundation Exam Web Services in the Enterprise Metrics Project Management Metrics, KPIs, and Dashboards Information Technology Governance and Service Management: Frameworks and Adaptations The IT Service Management Process Manual Design for Six Sigma for Service, Chapter 10 - Design and Improvement of Service Processes--Process Management Design and Management of Service Processes ITIL® 2011 Edition - A Pocket Guide Theoretical and Analytical Service-

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Focused Systems Design and Development
The ITSM Process Design Guide
The ITSM Process Design Guide
IT-service management op basis van ITIL® 2011 Editie
ITIL Foundation Exam Study Guide
Tools and Tactics for Operations Managers (Collection)
Measures and Metrics in Corporate Security
Network Analysis, Architecture, and Design
Measuring ITSM
Handbook of Research on Web Information Systems
Quality
Broadband Communications Networks
IT Service Management Based on ITIL® 2011 Edition
System Center Configuration Manager (SCCM) 2007 Unleashed
Configuration Management Metrics

The IT Service Part 2 - The Handbook

The following is a chapter from Kai Yang's Design for Six Sigma for Service. This comprehensive handbook aggressively tackles the difficulties involved in applying rigorous Six Sigma statistical methods to service environments. It delivers solid, effective solutions that can help your organization achieve measurable gains in customer satisfaction, cost reduction, value improvement, change management, and process performance. Featuring detailed design guidance and valuable tips, this book provides the specifics you need to create product value through improved service practices.

Quality of Service Architectures for Wireless Networks: Performance Metrics and Management

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Increasingly, information technology governance is being considered an integral part of corporate governance. There has been a rapid increase in awareness and adoption of IT governance as well as the desire to conform to national governance requirements to ensure that IT is aligned with the objectives of the organization. Information Technology Governance and Service Management: Frameworks and Adaptations provides an in-depth view into the critical contribution of IT service management to IT governance, and the strategic and tactical value provided by effective service management. A must-have resource for academics, students, and practitioners in fields affected by IT in organizations, this work gathers authoritative perspectives on the state of research on organizational challenges and benefits in current IT governance frameworks, adoption, and incorporation.

Metrics for Service Management:

"This book addresses the gap in business Web strategy through a collection of concentrated managerial issues, gathering the latest theoretical frameworks, case studies, and research pertaining to maximizing the power of the Web"--Provided by publisher.

Trends in Supply Chain Design and Management

How do you measure and report your IT services and processes? Which metrics matter the most to senior

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executives? Finally, here is a book that shows you how! Not theory, but a practical guide that shows you the operational metrics to use and how these can be calculated into key performance indicators (KPIs) and critical success factors (CSFs) that resonate with senior management. In this book, you will learn about the following: Defining and building a comprehensive metrics program Metrics that are the most important and how to calculate them How to measure your IT services Tips and suggestions for what to do if inadequate tools and reporting exist Suggested approach for how to build your metrics program step-by-step In addition, this book directs you to free sources for IT service management process and service metrics and reporting dashboards that you can use yourself. Simply enter your key operational metrics and the KPIs and CSFs get automatically calculated! "A comprehensive guide for building any service management metrics program with all the information you need in one place!" "No theory here . . . this gives us real metrics we can easily go after." "A fantastic addition to our IT service management solution set!"

Designing Sustainable Products, Services and Manufacturing Systems

Everything you need to prepare for the ITIL exam - Accredited to 2011 syllabus The ITIL (Information Technology Infrastructure Library) exam is the ultimate certification for IT service management. This essential resource is a complete guide to preparing for the ITIL Foundation exam and includes everything

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you need for success. Organized around the ITIL Foundation (2011) syllabus, the study guide addresses the ITIL Service Lifecycles, the ITIL processes, roles, and functions, and also thoroughly explains how the Service Lifecycle provides effective and efficient IT services. Offers an introduction to IT service management and ITIL V3 service strategy Highlights the topics of service design and development and the service management processes Reviews the building, testing, authorizing, documenting, and implementation of new and changed services into operation Addresses creating and maintaining value for customers through monitoring and improving services, processes, and technology Download valuable study tools including practice exams, flashcards, a glossary of key terms and more. If you prefer self-study over the more expensive training course, but you don't want to skimp on information or preparation, then this study guide is for you.

Metrics for IT Service Management

Traditionally, networking has had little or no basis in analysis or architectural development, with designers relying on technologies they are most familiar with or being influenced by vendors or consultants. However, the landscape of networking has changed so that network services have now become one of the most important factors to the success of many third generation networks. It has become an important feature of the designer's job to define the problems that exist in his network, choose and analyze several

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optimization parameters during the analysis process, and then prioritize and evaluate these parameters in the architecture and design of the system. Network Analysis, Architecture, and Design, Third Edition, uses a systems methodology approach to teaching these concepts, which views the network (and the environment it impacts) as part of the larger system, looking at interactions and dependencies between the network and its users, applications, and devices. This approach matches the new business climate where customers drive the development of new services and the book discusses how networks can be architected and designed to provide many different types of services to customers. With a number of examples, analogies, instructor tips, and exercises, this book works through the processes of analysis, architecture, and design step by step, giving designers a solid resource for making good design decisions. With examples, guidelines, and general principles McCabe illuminates how a network begins as a concept, is built with addressing protocol, routing, and management, and harmonizes with the interconnected technology around it. Other topics covered in the book are learning to recognize problems in initial design, analyzing optimization parameters, and then prioritizing these parameters and incorporating them into the architecture and design of the system. This is an essential book for any professional that will be designing or working with a network on a routine basis. Substantially updated design content includes ad hoc networks, GMPLS, IPv6, and mobile networking Written by an expert in the field that has designed several large-scale networks for government agencies, universities, and

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corporations Incorporates real-life ideas and experiences of many expert designers along with case studies and end-of-chapter exercises

Service-Oriented Computing - ICSOC 2007

Configuration Management Metrics: Product Lifecycle and Engineering Documentation Control Process Measurement and Improvement provides a comprehensive discussion of measurements for configuration management/product lifecycle processes. Each chapter outlines one of the most important measures of merit – the need for written policy and procedures. The best of the best practices as to the optimum standards are listed with an opportunity for the reader to check off those that their company has and those they do not. The book first defines the concept of configuration management (CM) and explains its importance. It then discusses the important metrics in the major CM and related processes. These include: new item release; order entry/fulfillment; request for change; bill of material change cost; and field change. Ancillary processes which may or may not be thought of as part of these major processes are also addressed, including deviations, service parts, publications and field failure reporting. Provides detailed guidance on developing and implementing measurement systems and reports Demonstrates methods of graphing and charting data, with benchmarks A practical resource for the development of Engineering Documentation Control processes Includes basic principles of Product

Lifecycle processes and their measurement

Designing and Tracking Knowledge Management Metrics

Nowadays, the Internet plays a vital role in our lives. It is currently one of the most effective media that is shifting to reach into all areas in today's society. While we move into the next decade, the future of many emerging technologies (IoT, cloud solutions, automation and AI, big data, 5G and mobile technologies, smart cities, etc.) is highly dependent on Internet connectivity and broadband communications. The demand for mobile and faster Internet connectivity is on the rise as the voice, video, and data continue to converge to speed up business operations and to improve every aspect of human life. As a result, the broadband communication networks that connect everything on the Internet are now considered a complete ecosystem routing all Internet traffic and delivering Internet data faster and more flexibly than ever before. This book gives an insight into the latest research and practical aspects of the broadband communication networks in support of many emerging paradigms/applications of global Internet from the traditional architecture to the incorporation of smart applications. This book includes a preface and introduction by the editors, followed by 20 chapters written by leading international researchers, arranged in three parts. This book is recommended for researchers and professionals in the field and may be used as a reference book on broadband communication

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networks as well as on practical uses of wired/wireless broadband communications. It is also a concise guide for students and readers interested in studying Internet connectivity, mobile/optical broadband networks and concepts/applications of telecommunications engineering.

Challenges for Next Generation Network Operations and Service Management

For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material. Note: This pocket book is available in several languages: English, German, Dutch. Since 2001 the Van Haren Publishing ITIL Pocket Guides have helped readers all over the world to understand the essentials of ITIL (IT Infrastructure Library), the leading framework for IT service management. This pocket guide does exactly the same as previous editions: offering a concise summary of ITIL, based on ITIL® 2011 Edition. We have condensed the full ITIL framework, found in 2000 pages, into just 200 pocket-sized pages! It means that this book is an essential time-saving and cost-effective guide to ITIL 2011 Edition -- for both industry experts and students alike. Primarily it is a quick, portable reference tool to ITIL for all professionals in the service management community. What is the 'lifecycle' approach? What are the key service management processes and functions? Secondly the ITIL pocket guide can be used as part of the training material for everyone who wants to

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certify for the ITIL Foundation exam. The guide contents cover all of the specifications of AXELOS' ITIL Foundation Certificate syllabus.

Business Web Strategy: Design, Alignment, and Application

Harold Kerzner's essential strategies on measuring project management performance With the growth of complex projects, stakeholder involvement, and advancements in visual-based technology, metrics and KPIs (key performance indicators) are key factors in evaluating project performance. Dashboard reporting systems provide accessible project performance data, and sharing this vital data in a concise and consistent manner is a key communication responsibility of all project managers. This third edition of Kerzner's groundbreaking work, *Project Management Metrics, KPIs, and Dashboards: A Guide to Measuring and Monitoring Project Performance*, helps functional managers gain a thorough grasp of what metrics and KPIs are and how to use them. Plus, this edition includes new sections on processing dashboard information, portfolio management PMO and metrics, and BI tool flexibility.

- Offers comprehensive coverage of the different dashboard types, design issues, and applications

Provides full-color dashboards from some of the most successful project management companies, including IBM, Microsoft, and others Aligns with PMI's PMBOK® Guide and stresses value-driven project management PPT decks are available by chapter and a test bank will be available for use in seminar presentations and

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courses Get ready to bolster your awareness of what good metrics management really entails today—and be armed with the knowledge to measure performance more effectively.

Governometrics and Technological Innovation for Public Policy Design and Precision

Learn how to integrate IT service metrics into your business and maximize their usage and effectiveness.

Project Management Metrics, KPIs, and Dashboards

"This book provides solutions to these challenges, practices and understanding of contemporary theories and empirical analysis for systems engineering in a way that achieves service excellence"--Provided by publisher.

The Definitive Guide to IT Service Metrics

The ITSM Process Design Guide: Developing, Rengineering and Improving IT Service Management closes the knowledge gap by providing detailed guidance on assessing, designing, measuring, and integrating ITSM processes. The advice and techniques in this book apply unilaterally to every IT service provider and ITSM framework, standard, and maturity model.

IT Service Management

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Service Leadership

Since the early 2000s numerous external scenarios and drivers have added significant pressures upon the IT organisations. Among many, these include: Regulatory compliance: data privacy requirements and corporate scandals have focused a requirement for transparency with high impact on IT organisations Economic pressures: require IT organisations to more closely align with business imperatives. The outcome has been an explosion of standards and frameworks each designed to support the IT organisation as it demonstrates to the world that they are the rock of an organisation: strong, reliable, effective and efficient. Most of these standards and frameworks have great elements but no organisation can adopt them all and many were created without sufficient considerations for interoperability. The IT Service (in 2 parts) looks at the key and very simple goals of an IT organisation and clearly and succinctly presents to the reader the best rock solid elements in the Industry. It then shows how all the key elements can easily crystallise together with great templates and check-lists. In Part 1 (another book) the reader is presented with the simple objectives that the IT department really must address. In Part 2 (this book) the reader gains expert advice on how the components of IT Service are

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crystallised in a real environment. There s a delightfully simple set of steps:OVERVIEW OF THE SERVICE DESIGN PACKAGETHE SERVICE STRATEGYASPECTS Of SERVICE DESIGNOUTPUTS OF THE SERVICE DESIGN PHASEOUTPUTS OF THE SERVICE TRANSITION PHASEOUTPUTS OF THE SERVICE OPERATION PHASEWithin these the Author gives a very simple set of templates (or tells you where they are to be found), practical guidance and very simple checklists. It s up the reader how far you develop each stage: a lot depends on the nature of your business of course. The joy of this approach is that the reader knows that all basic components are identified -- and that more extensive resources are referred to if the reader wishes to extend.

Trends and Research in the Decision Sciences

This edited book describes new trends in supply chain design and management with an emphasis on technologies and methodologies. It contains guidelines detailing the real-world applications of these technologies and methodologies. This book is of interest to researchers and practitioners and can also be used as a reference handbook by lecturers and postgraduate students in this field.

Implementing Metrics for IT Service Management

This book “Implementing Metrics for IT Service Management” provides a measurement framework

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which is based on a continuous improvement lifecycle. The measurement framework is aligned with the IT Infrastructure Library (ITIL®) set of best practices. The framework is compatible with the Control Objectives for IT (CobiT®) framework and supports ISO/IEC 20000 standards for IT Service Management. This book also provides the basic concepts around measurements for business/IT alignment, achieving compliance and driving operation excellence. Where possible, examples, case studies and check lists have been included along with a scorecard accelerator software tool to further improve the learning experience and accelerate the adoption of measurements. The goal of this book is to provide the reader with a measurement framework to align IT with the business objectives to create value through continuous improvements. This book is complimentary to the book “Metrics for IT Service Management” also published by Van Haren Publishing.

Passing the ITIL® Foundation Exam

For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material. This book helps people prepare for the ITIL® 2011 Edition Foundation qualification exam. It contains direct links to the full syllabus and specifies the terms and definitions required. In addition it gives sample questions for practice both within the text and also a number of the official exams questions in the back. The content of this book

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is based on the ITIL® 2011 Edition core guidance and APMG's ITIL Foundation Certificate syllabus edition 2011. Written by globally experienced trainers and reviewed by other professionals this unique work provides clear and concise guidance for all those seeking to achieve success at the ITIL Foundation Level. Covering: A clear and concise explanation of the exam structure; Key text for the exams; Sample exam questions and sample answers and Hints and Tips and practical examples this book will highlight for readers the key items they need for the ITIL Foundation Exam that will increase chances of success.

Web Services in the Enterprise

The emergence of Web services is transforming traditional enterprises. However, the industry hype surrounding these technologies obscures the understanding of their impact and implications to enterprises. Here the authors take the "big picture" perspective, offering a thorough understanding of the concepts behind Web service technologies: the challenges and opportunities they present, how they fit into the enterprise stack, how they relate to the business and IT layers of the enterprise, as well as the existing and emerging standards and their relevance. This professional reference is a guide for computing professionals, academics, students and researchers, helping them learn about the important concepts behind the Web services paradigm and its impact on the enterprise. In addition, the text instructs professionals, business managers and analysts on how to use Web services in the context of traditional

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application, system and network management.

Metrics

Note: This book is available in several languages: Russian, Chinese, English. The ability to organise and measure performance is a key part of the implementation of IT Service Management processes. This publication contains practical information on the provision of useful and meaningful metrics, as well as how best to use them within an organisation, including generic principles (such as SMART and KISS), specific examples and templates for the use of each metric. All metrics discussed are directly related to process objectives, in order to help create a service-focused management system. This publication complements the ITIL, CobiT and ISO20000 service management principles. If you need to develop metrics for an IT environment, buy this book or hire a consultant who has read it.

G. Kieliszek, Healthcare CIO (Amazon) "This is more than a book, it's a practical, useable "A to Z" of IT Service Management Metrics! Peter Brooks (Author) has given us all a crystal clear view of a neglected, blurred piece of the IT Service Management puzzle. As a Principal ITSM Consultant working for Foster-Melliard in South Africa I am continuously disappointed by the many ITSM books produced that generally regurgitate what is already known by many in the industry. Metrics for IT Service Organisations provides a vast array of possible audiences something that many ITSM volumes do not, and this is a Practical, useable view of "How" to plan for, design, manage and improve the

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critical measures IT Service organisations require from both a strategic, tactical and operational perspective. I don't carry many books around with me, this one, I most certainly will!!" Ian Clark Principal ITSM Consultant Foster-Melliard "With all the focus on IT Governance and IT Business process management. It is easy to see why metrics are becoming hugely important for the management of organisations. In reality however, getting the right set of metrics in place is by no means a simple exercise. Metrics for IT service organisations can be a great help. Using ITIL as the basis the book lists many useful examples of metrics. But what is more important, is that it gives us insight into to creation of "good" metrics and the dangers of "bad" metrics. "Emma Speakman IT BPM consultant SA/NL/UK "Looking for a comprehensive, in-depth exploration and explanation of what metrics to use in your ITSM journey? Then 'Metrics for IT Service Organizations' by Peter Brooks may be exactly what you're looking for. This (new) book not only covers what metrics need to be seriously considered, but explains the 'why' and 'how' behind selecting and defining them, pointing out along the way many of the dangers and pitfalls of selecting the wrong ones; or too many. If you tend to agree that 'what gets measured gets done', then applying the ideas in Peter's book will assist you in getting the right things done." Ken Wendle (FISM) previous President of the itSMF USA, works as a Senior Solution Architect for Hewlett Packard's OpenView Software division Given that itSMF is the source, readers of this book will naturally expect a 'best practices' view on metrics, and a highly practical reference text. More particularly, though, the special merit of the text is its

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carefulness in stressing that metrics must be both useful and meaningful, and that the meaning comes from the business perspective on IT management processes - a perspective always represented by a stated business objective. By encouraging readers to seriously commit to defining clear business objectives, the text aims the reader at measurement that avoids excess or irrelevance. Malcolm Ryder (CA Architect)

Project Management Metrics, KPIs, and Dashboards

Web information systems engineering resolves the multifaceted issues of Web-based systems development; however, as part of an emergent yet prolific industry, Web site quality assurance is a continually adaptive process needing a comprehensive reference tool to merge all cutting-edge research and innovations. The Handbook of Research on Web Information Systems Quality integrates 30 authoritative contributions by 72 of the world's leading experts on the models, measures, and methodologies of Web information systems, software quality, and Web engineering into one practical guide to Web information systems quality, making this handbook of research an essential addition to all library collections.

Information Technology Governance and Service Management: Frameworks and Adaptations

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The revised second edition of Measures and Metrics in Corporate Security is an indispensable guide to creating and managing a security metrics program. Authored by George Campbell, emeritus faculty of the Security Executive Council and former chief security officer of Fidelity Investments, this book shows how to improve security's bottom line and add value to the business. It provides a variety of organizational measurements, concepts, metrics, indicators and other criteria that may be employed to structure measures and metrics program models appropriate to the reader's specific operations and corporate sensitivities. There are several hundred examples of security metrics included in Measures and Metrics in Corporate Security, which are organized into categories of security services to allow readers to customize metrics to meet their operational needs. Measures and Metrics in Corporate Security is a part of Elsevier's Security Executive Council Risk Management Portfolio, a collection of real world solutions and "how-to" guidelines that equip executives, practitioners, and educators with proven information for successful security and risk management programs. Describes the basic components of a metrics program, as well as the business context for metrics Provides guidelines to help security managers leverage the volumes of data their security operations already create Identifies the metrics security executives have found tend to best serve security's unique (and often misunderstood) missions Includes 375 real examples of security metrics across 13 categories

The IT Service Management Process Manual

Decision science offers powerful insights and techniques that help people make better decisions to improve business and society. This new volume brings together the peer-reviewed papers that have been chosen as the "best of the best" by the field's leading organization, the Decision Sciences Institute. These papers, authored by respected decision science researchers and academics from around the world, will be presented at DSI's 45th Annual Meeting in Tampa, Florida in November 2014. The first book of papers ever assembled by DSI, this volume describes recent methods and approaches in the decision sciences, with a special focus on how accelerating technological innovation is driving change in the ways organizations and individuals make decisions. These papers offer actionable insights for decision-makers of all kinds, in business, public policy, non-profit organizations, and beyond. They also point to new research directions for academic researchers in decision science worldwide.

Design for Six Sigma for Service, Chapter 10 - Design and Improvement of Service Processes--Process Management

For trainers free additional material of this book is available. This can be found under the "Training Material" tab. Log in with your trainer account to access the material. In the world of international IT Service Management the previous editions of this

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book have acquired an excellent reputation as guidance on the topic of ITIL. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations. This revised edition is based on ITIL 2011 Edition. It is written in the same concise way as the previous editions and covering all the facts. Readers will find that this title succinctly covers the key aspects of ITIL 2011 Edition. It is endorsed by AXELOS, the official ITIL Accreditor. The ITIL Lifecycle is fully covered. In addition there is much attention to the 26 IT Service Management processes and 4 Functions. These are described in detail. This means that it is easy for all readers to access and grasp the concepts of processes and functions that are so pivotal to many service management day-to-day operations. This title covers the following: Introduction to the Service Lifecycle Lifecycle phase: Service Strategy Lifecycle phase: Service Design Lifecycle phase: Service Transition Lifecycle phase: Service Operation Lifecycle phase: Continual Service Improvement New, compared with the previous edition on ITIL V3, are the processes for Strategy Management and Business Relationship Management. Also the other new and revised concepts of ITIL are covered in this book. Well written and presented, this publication provides a useful addition to the core ITIL publications for anyone wanting to understand IT service management. Kevin Holland, Service Management Specialist, NHS Pierre has produced an extremely useful summary of the current version of ITIL. This will be an invaluable day to day reference for all practitioners. Claire Agutter, ITIL Training Zone

Design and Management of Service Processes

This book constitutes the refereed proceedings of the Fifth International Conference on Service-Oriented Computing, ICSOC 2007. The 30 revised full papers and 14 short papers are organized in topical sections on service deployment, business process design, service discovery, quality of service support, testing and validation, service assembly, service properties, service modeling, SOA composition/experience/runtime/governance and QoS and composite service support.

ITIL® 2011 Edition - A Pocket Guide

Voor trainers is er gratis extra materiaal bij dit boek beschikbaar. Dit is te vinden onder het tabblad Training Material . Log in met uw trainersaccount om het materiaal te raadplegen. Tevens is er een Glossary (verklarende woordenlijst) met daarin de Nederlandstalige en Engelstalige ITIL-termen en de bijbehorende definitie alle afbeeldingen in het boek, in Powerpoint formaat. Klik op de knop Training Material bij het boek op onze website.De vorige drukken van dit boek zijn al jaren de meest toonaangevende publicatie op het gebied van ITIL. Vanaf de eerste druk in 1999 is dit oorspronkelijk in het Nederlands verschenen boek in opeenvolgende versies telkens verbeterd en vervolgens in vele talen vertaald. Door de input van vele ITSM-experts van over de hele wereld heeft dit boek zijn gezaghebbende positie verworven. Aanvankelijk bij de

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vele ITSM-experts en daarna vooral bij iedereen die behoefte had aan een betrouwbaar en helder geschreven leerboek ten behoeve van ITIL-trainingen en bij IT-opleidingen in HBO, MBO (België: secundair en hoger onderwijs), enz. De veranderingen die ITIL heeft ondergaan in de 2011-Editie zijn volledig verwerkt in deze uitgave. Lezers zullen ontdekken dat deze uitgave niet alleen alle belangrijke aspecten van ITIL 2011 editie behandelt, maar dat het vooral ook een zeer onmisbaar leerboek is voor iedereen die zich wil voorbereiden op het ITIL Foundation-examen, vanwege de duidelijke structuur en heldere schrijfwijze. Daarnaast is het boek ook geschikt als leerboek ter voorbereiding op het ITIL Intermediate examen. Vanzelfsprekend wordt een heldere uitleg gegeven over de ITIL levenscyclus (life cycle):
Levenscyclus fase: Servicestrategie
Levenscyclus fase: Serviceontwerp
Levenscyclus fase: Servicetransitie
Levenscyclus fase: Serviceproductie
Levenscyclus fase: Continue Serviceverbetering
Nieuw ten opzichte van de vorige druk van ITIL (op basis van ITIL versie 3) zijn de processen voor strategiemangement en klantrelatiebeheer. Ook de andere nieuwe en gewijzigde concepten van ITIL 2011 Editie komen in dit boek aan bod. Dit betekent dat lezers daardoor toegang hebben tot al die begrippen en concepten, die een spilfunctie vervullen in de dagelijkse activiteiten op het gebied van IT-servicemanagement. In een aparte bijlage worden de verschillen tussen ITILv3 en ITIL 2011 Editie toegelicht.

Theoretical and Analytical Service-

Focused Systems Design and Development

ITIL(R) is a framework for IT service management and provides best management practice to meet ISO/IEC 20k. This guide introduces ITIL both to Foundation Exam candidates and to people who require a practical understanding of IT service management. An ITIL(R) Licensed Product.

The ITSM Process Design Guide

A brand new collection of state-of-the-art operations management tools and tactics... 3 authoritative books, now in a convenient e-format, at a great price! 3 authoritative eBooks bring together today's most valuable new operations management techniques and solutions! Apply today's most innovative operations management techniques to improve performance and value in any organization -- even the most complex or constrained! In High Performance Operations, Hillel Glazer shows how to optimize business performance and profitability while maintaining strong governance and compliance. Glazer demonstrates how to integrate lean and systems thinking, and systematically incorporating compliance into planning for overall performance, value, and profitability, rather than viewing it as an end in itself. Learn how to clarify competing interests and implement pre-conditions for success; use systems thinking to promote operational excellence; eliminate single points of failure; establish proof-of-performance; scale your successes, and get more of "what went right"!

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The Encyclopedia of Operations Management is the perfect single-volume "field manual" for every OM or supply chain professional. Nearly 1,500 well-organized, up-to-date definitions cover every facet of supply chain design, planning, management, and optimization. For the first time, this remarkable reference brings together up-to-the-minute information about topics ranging from accounting and customer service to transportation and warehousing. Next, in *The Operations Manager's Toolbox*, Randal Wilson helps you use proven project management (PM) tools and techniques to supercharge efficiency, free up resources, eliminate unnecessary meetings, and get more done faster. Wilson shows how to apply PM to complete crucial "smaller" tasks that can deliver rapid and sizable improvements. You'll learn how to plan, implement, and measure the success of high-impact changes, and organize key tasks so they actually get done. Discover specific techniques for eliminating waste in engineering, manufacturing, distribution, and inventory. Next, learn how to use PM to manage teams, schedules, budgets, and resources more effectively, and systematically predict and mitigate operational risks. Whatever your role in operations management, this unique eBook collection will help you perform far more effectively - in your organization, and in your career! From world-renowned operations management experts Hillel Glazer, Arthur V. Hill, and Randal Wilson

The ITSM Process Design Guide

The ITSM Process Design Guide: Developing,

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Engineering and Improving IT Service Management closes the knowledge gap by providing detailed guidance on assessing, designing, measuring, and integrating ITSM processes. The advice and techniques in this book apply unilaterally to every IT service provider and ITSM framework, standard, and maturity model.

IT-servicemanagement op basis van ITIL® 2011 Editie

"This book further explores various issues and proposed solutions for the provision of Quality of Service (QoS) on the wireless networks"--Provided by publisher.

ITIL Foundation Exam Study Guide

"This book demonstrates governometrics' effective exploitation of policy intricacies in order to overcome the problems policy makers often struggle to resolve"--

Tools and Tactics for Operations Managers (Collection)

This book constitutes the refereed proceedings of the 11th Asia-Pacific Network Operations and Management Symposium, APNOMS 2008, held in Beijing, China, in October 2008. The 43 revised full papers and 34 revised short papers presented were carefully reviewed and selected from 195 submissions. The papers are organized in topical

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sections on routing and topology management; fault management; community and virtual group management; autonomous and distributed control; sensor network management; traffic identification; QoS management; policy and service management; wireless and mobile network management; security management; short papers.

Measures and Metrics in Corporate Security

Knowledge management metrics are one of the weakest areas of practice in the field. Providing practical guidance for identifying different types of measurements and metrics, as well as methods for defining and collection information about metrics, this is an essential book for knowledge management professionals and researchers.

Network Analysis, Architecture, and Design

The purpose of this book is to provide a comprehensive theoretical framework as well as practical strategies—not just for survival but for a true search for excellence in the uncertain and ever-changing world of customer service management. The theoretical framework is based on the notion that customer service contains three key variables: a promise, a process, and people. After going through the step-by-step process of service management, the reader will have the necessary understanding and skill to choose the right strategy for the right

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circumstances, to design service processes, to identify the means and methods to implement these processes, and to measure the outcome.

Measuring ITSM

This practical guide is a great solution to address the key problem how to implement ITSM and ISO 20000 when initial training has been completed. It supports the basic approaches to the fundamental processes - small to medium sized companies will find the concise, practical guidance easy to follow and implement. It avoids the complex, enterprise-wide issues which though valid are not a major issues for those organizations whose IT processes form only a small part of the service offering to customers. Each chapter has the following structure: Improvement activities Process inputs and outputs Processes related to Tools and techniques Key Performance Indicators Critical Success Factors Improvement roles Benefits of effective Implementation challenges and considerations Typical assets and artifacts of an Improvement program

Handbook of Research on Web Information Systems Quality

Broadband Communications Networks

This book is your most complete source for in-depth information about Microsoft System Center Configuration Manager 2007! System Center

Read Online Metrics For Service Management Designing For Itil Best Practice Series

Configuration Manager 2007 Unleashed is a comprehensive guide to System Center Configuration Manager (ConfigMgr) 2007. ConfigMgr 2007 helps you manage servers and desktops, integrates SMS 2003 “feature pack” functionality, and adds new capabilities. It enables you to assess, deploy, and update servers, clients, and devices across physical, virtual, distributed, and mobile environments, including clients that connect only over the Internet. This book guides you through designing, deploying, and configuring ConfigMgr 2007 with detailed information on topics such as capacity planning, security, site design and hierarchy planning, server placement, discovery, native mode, and using Windows Server 2008. You will learn how to tackle challenges such as setting up DCM and OSD, customizing inventory, creating queries and using query results, and configuring asset intelligence. Detailed information on how to...

- Understand how ConfigMgr works
- Plan your ConfigMgr deployment
- Manage Windows Management Instrumentation (WMI)
- Architect for performance
- Install or migrate to ConfigMgr 2007 with Windows 2003 or Windows 2008
- Discover and manage clients
- Create and distribute packages
- Understand patch and compliance management
- Create queries
- Use reports
- Deploy operating systems
- Secure ConfigMgr 2007
- Perform site maintenance
- Back up ConfigMgr components

IT Service Management Based on ITIL® 2011 Edition

Read Online Metrics For Service Management Designing For Itil Best Practice Series

Essential strategies from Harold Kerzner on measuring project management performance The maze-like path of today's projects reflects a business environment that's growing in complexity. Factors influencing projects, such as new advancements in computer technology, an unpredictable economy, and the increase in stakeholder involvement make metrics and key performance indicators (KPI) for project management an important focus. Such measures are commonly used to help an organization define and evaluate how successful it is, typically, in terms of making progress towards its long-term organizational goals. Project Management Metrics, KPIs, and Dashboards helps functional managers gain a thorough understanding of what metrics are and how they can be best implemented to gain traction in a fast-paced and diverse working atmosphere. With content aligned with PMI's PMBOK® Guide, this book offers extensive coverage on KPIs and how they may be monitored, using techniques such as business dashboards to assist in prescribing meaningful business strategies. After reading this book, functional managers will bolster their awareness of what good metrics management really entails—and be armed with the knowledge to measure performance more effectively. This book begins with basic KPI principles, helping functional managers deal with such key issues as: Successfully integrating KPIs and metrics into managing a project within a business strategy Important business dashboard techniques used in monitoring performance What is really important to different stakeholders in a project Managing resistance to change Next the book explores the key questions to ask before

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implementing a dashboard or reporting system. Some of these questions include: What are your needs? What is involved in integration? What's involved in operations and maintenance? What does the system cost? How long will the system last? Throughout the book, helpful illustrations clarify complex concepts and processes. These illustrations are also available as PowerPoint slides for course and seminar presentations.

System Center Configuration Manager (SCCM) 2007 Unleashed

Metrics are a hot topic. Executive leadership, boards of directors, management, and customers are all asking for data-based decisions. As a result, many managers, professionals, and change agents are asked to develop metrics, but have no clear idea of how to produce meaningful ones. Wouldn't it be great to have a simple explanation of how to collect, analyze, report, and use measurements to improve your organization? Metrics: How to Improve Key Business Results provides that explanation and the tools you'll need to make your organization more effective. Not only does the book explain the "why" of metrics, but it walks you through a step-by-step process for creating a report card that provides a clear picture of organizational health and how well you satisfy customer needs. Metrics will help you to measure the right things, the right way—the first time. No wasted effort, no chasing data. The report card provides a simple tool for viewing the health of your organization, from the outside in. You will learn

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how to measure the key components of the report card and thereby improve real measures of business success, like repeat customers, customer loyalty, and word-of-mouth advertising. This book: Provides a step-by-step guide for building an organizational effectiveness report card Takes you from identifying key services and products and using metrics, to determining business strategy Provides examples of how to identify, collect, analyze, and report metrics that will be immediately useful for improving all aspects of the enterprise, including IT

Configuration Management Metrics

This title is the sister book to the global best-seller Metrics for IT Service Management. Taking the basics steps described there, this new title describes the context within the ITIL 2011 Lifecycle approach. More than that it looks at the overall goal of metrics which is to achieve Value. The overall delivery of Business Value is driven by Corporate Strategy and Governance, from which Requirements are developed and Risks identified. These Requirements drive the design of Services, Processes and Metrics. Metrics are designed and metrics enable design as well as governing the delivery of value through the whole lifecycle. The book shows the reader how do achieve this Value objective by extending the ITIL Service Lifecycle approach to meet business requirements.

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