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collected by the editorial board that makes and raises questions to encourage discussions and the comparison of the best practices found in the book with the reader's own experience

Defining IT Success Through The Service Catalog Bill Fine, Rodrigo Flores, Troy DuMoulin, 2007-02-12 The Service Catalog is a fundamental IT tool covering the services themselves, default capabilities, measures and primary means of access and provision. In short, it represents the value IT provides to facilitate business operations. Written by industry experts and using real case studies, this valuable title takes the reader beyond the theoretical to focus on the real business benefits of Service Catalogs and how to implement them successfully within an organization. Services are made standard and rational, leading to lower costs and increased service availability. Standard service products enable forecasting of demand, leading to better volume discounts from vendors and improved inventory and capacity planning. Controls over consumption of services are enhanced. The fulfillment of IT services is improved with the catalog. Standardization of services leads to recurrent workflows rather than relatively expensive one-off projects.

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Foundations of IT Service Management Based on ITIL Jan van Bon, 2012 In recent years, IT Service Management has developed into a field in its own right. Organizations are now so dependent on the automation of large parts of their business processes that the quality of IT services and the synchronization of these services with the needs of the organization are now essential to their survival. This introduction to IT Service Management, published by ITSMF NL, is based on the latest edition of the ITIL books on Service Support, Service Delivery, and Security Management and is intended to serve as a thorough and convenient introduction to the field of IT Service Management and the core books in the IT Infrastructure Library. ITIL: A self-study guide that contains all the material needed to prepare for the Foundation Certificate examination in IT Service Management. The book fully covers the official syllabus of the ITIL Foundations exam as it is set by the ITIL Certification Management Board. It contains the same chapters on Service Support, Service Delivery, and Security Management as the official Introduction to ITIL, plus a case description with questions and an additional chapter on exam preparation, making it even more useful as a study guide for the ITIL Foundation exam. While this book may serve as a textbook, it is not a theoretical book. Instead, it contains a wealth of practical knowledge collected by the editorial board. This

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The EFQM excellence model for Assessing Organizational Performance Chris Hakes, 2007-07-05 The EFQM Excellence Model was introduced at the beginning of 1992 as the framework for assessing organizations for the annual European Excellence Award It is now the most widely used organizational assessment framework in Europe Most users have no intention of applying to win awards they use the framework and analysis techniques within the model as diagnostic tools that will help them to assess the health of their organization identify its strengths and areas for improvement and periodically measure progress identify and share good management practices both internally and externally anticipate and target their desired results in tangible measurable ways Whether you are a newcomer to the Excellence Model or an experienced user whose techniques of performance assessment maybe rigorous but have possibly evolved to become overly complex this Management Guide provides you with practical techniques to undertake timely and effective assessments It explains the history basis and evolution of the EFQM Excellence Model the nature of EFQM and its networks today and most importantly provides step by step guidance together with a series of analysis pro formas to enable readers to facilitate an assessment of an organization against each of the 32 elements criterion parts of the EFQM Excellence Model Implementing ISO/IEC 20000 Certification: The Roadmap itSMF International, 2008-03-03 ISO IEC 20000 is the corporate standard for achieving quality within IT Service Management As individuals achieve success in Service Management frameworks such as ITIL many organizations have identified the benefits of making the jump to full corporate accreditation But having made the decision to invest in this standard what is the best way to implement adoption in an efficient and successful way This thorough practical guide has been put together by real experts with real experience of how ISO IEC 20000 works in the workplace and in the real world Part A of this title covers the step by step description of the ISO 20000 implementation process Part B contains real case studies from organizations who have successfully achieved ISO IEC accreditation This Official itSMF guide is unique in that it not only describes the implementation process It also suggests solutions to common problems and set backs An understanding of the many business pressures means that practical guidance on the business case measuring success or not or the need for quick wins are all included in this book making it an invaluable companion for all those working on an implementation project A sister guide to the hugely successful Official itSMF Introduction to ISO IEC 20000 book readers will find that this book becomes a key asset in delivering a practical down to earth implementation program Foreword by John Stewart of OGC *ISO/IEC 20000 - An Introduction* Jan van Bon, 2008-03-03 Note This book is available in several languages Dutch Chinese Brazilian Portuguese English German French Spanish CONTAINS THE TEXT FOR THE FULL ISO

IEC STANDARD This groundbreaking new title looks at the ISO IEC 20000 Standard the scope and the its basis on the concept of a quality management system By explain the basic processes and functions within IT Service Management it describes for the reader some of the common concepts and definitions that are understood across the globe It builds on this by describing the basic building blocks of the standard that can be applied to ANY service management framework whether it is ITIL or any other ISO IEC 20000 An Introduction describes Service Management standards that must be attained for corporate accreditation IT Outsourcing Part 1: Contracting the Partner Denis Verhoef, Gerard Wijers, 2009-01-01 As companies focus on the core specialisms most will look to the benefits of outsourcing some if not all of the IT services required The benefits include cost efficient operations delivery of IT services at lower cost through economies of scale improvements in time to market of IT solutions improvements in capability and quality of IT service delivery This essential guide looks at the procedures needed to achieve all these benefits when contracting an outsourcing partner It explains the benefits of a well thought out and practical approach to selecting a partner a partner indeed whose performance may make or break an organization s delivery to market This book is a key reference guide to anyone procuring IT services and also to those who are responsible for maintaining the contract once signed By covering all aspects of the Outsourcing contracting process its guidance will help reduce risks and miscommunication In addition its approach to the Request for Proposal also known as Invitation to Tender shows how clarity at this stage can deliver significant benefits as the services go live in the operational phase *Foundations of IT service management* itSMF - the IT Service Management Forum, 2005-09-26 This introduction to IT Service Management is intended to serve as a thorough and convenient introduction to the field of IT Service Management and the core books in the IT Infrastructure Library ITIL and a self study guide that contains all the material needed to prepare for the Foundation Certificate examination in IT Service Management It contains a wealth of practical knowledge collected by the editorial board that makes and raises questions to encourage discussions and the comparison of the best practices found in the book with the reader s own experience **The Stationery Office Agency Catalogue 2007** Stationery Office, 2009-02 No public library discount on this title **Foundations of IT service management** itSMF - the IT Service Management Forum, 2006-09 This introduction to IT Service Management is intended to serve as a thorough and convenient introduction to the field of IT Service Management and the core books in the IT Infrastructure Library ITIL and a self study guide that contains all the material needed to prepare for the Foundation Certificate examination in IT Service Management It contains a wealth of practical knowledge collected by the editorial board that makes and raises questions to encourage discussions and the comparison of the best practices found in the book with the reader s own experience **Foundations of IT Service Management Based on ITIL® V3** Jan van Bon, Arjen de Jong, Axel Kolthof, Mike Pieper, Ruby Tjassing, Annelies van der Veen, Tienieke Verheijen, 2008-07-15 Foundations of IT Service Management based on ITIL V3 Foundations of IT Service Management based on ITIL has become the industry classic guide

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bookshelves and in the briefcases of industry experts as they implement best practices within their organizations This 2007 version has now been upgraded to reflect ITIL V3 Written in the same concise way and covering all the facts readers will find that this title succinctly covers the key aspects of the ITIL V3 upgrade The new ITIL V3 approach covering the ITIL Lifecycle is fully covered In addition those who are familiar with the Version 2 process approach will be delighted to discover that this new edition of Foundations of IT Service Management based on ITIL V3 has split out all the processes and describes them in detail This means that it is easy for all readers to access and grasp the process concepts that are so pivotal to many service management day to day operations This title covers the following PART 1 THE ITIL SERVICE LIFECYCLE Lifecycle phase Service strategy Lifecycle phase Service design Lifecycle phase Service transition Lifecycle phase Service operation Lifecycle phase Continual service improvement PART 2 FUNCTIONS AND PROCESSES Introduction to Functions and Processes Functions and Processes in Service Strategy Functions and Processes in Service Design Functions and Processes in Service Transition Functions and Processes in Service Operation Functions and Processes in Continual Service Improvement and much more

Foundations of IT Service Management Brady Orand, 2011 NOTE This book has been updated with Foundations of IT Service Management with ITIL 2011 This new book covers the ITIL exam topics with the latest up to date information As business becomes more and more dependent on technology there is considerable attention given to the concept of aligning IT to the business Until ITIL version 3 this concept remained mostly conceptual The IT Infrastructure Library by focusing on the principle of providing services empowers IT and the business with the tools they require to enable this alignment Having become the de facto standard in IT Service Management ITIL is rapidly gaining popularity across the globe Written by an ITIL trainer who has taught thousands of students at hundreds of organizations Foundations of IT Service Management The Unofficial ITIL v3 Foundations Course in a Book provides the reader with the introduction to this approach to IT services without the expense of a formal classroom course While the focus is primarily on providing the information required to pass the ITIL v3 Foundations exam this book goes beyond those basics to also provide real understanding of ITIL to further your knowledge and abilities as a valuable part of this IT Business alignment Using a case study approach real issues are discussed that represent challenges experienced in almost every IT organization This book is supported with access to online sample exams that are constantly updated as new material is available Additionally access to the author is provided to ask questions prior to taking your exam giving you the greatest opportunity to learn the material and successfully pass your ITIL Foundations exam Based on reader input and the latest ITIL v3 Foundations syllabus this book has been updated to provide readers with the most up to date exam preparation material possible

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