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ISO/IEC 20000 Certification and Implementation Guide Jackie Brewster, Gerard Blokdijk, 2009 A professional technical roadmap to investigating evaluating implementing and capitalising on the International Organization for Standardization ISO 9000 quality management certification framework **ISO/IEC 20000 Certification and Implementation Guide - Standard Introduction, Tips for Successful ISO/IEC 20000 Certification, FAQs, Mapping Responsibilities, Terms, Definitions and ISO 20000 Acronyms - Third Edition** Ivanka Menken, 2010 The first and second editions of this book are regarded as a classic in its field Now in an expanded and updated version of The Art of Service s book the authors once again present a step by step guide to ISO IEC 20000 The aim of ISO 20000 is to provide a common reference standard for any enterprise offering IT services to internal or external customers Given the importance of communication in Service Management one of the most important targets of the standard is to create a common terminology for service providers their suppliers and their customers The primary goal of this book is to provide the quality education and support materials needed to enable the understanding and application of the ISO IEC 20000 standard in a wide range of contexts this IS the best selling ISO IEC 20000 quality management handbook from one of the worlds leading experts on the ISO 20000 family of standards Plus in this third edition of the book with improved and updated content in accordance with the release of Part 3 of the standard Guidance on scope definition and applicability of ISO IEC 20000 1 Fully updated with the latest experiences of successfully working with the standard from industry and the service sector plus quality auditors Analyzes each section clause and requirement in detail with practical implementation guidance Whether establishing an ISO IEC 20000 quality management system for the first time or upgrading an existing system this handbook is ideal for students practitioners managers instructors and auditors It is supported by a wide range of solutions FAQs tips for implementers and a glossary of terms that will be invaluable in any sector industry business or organization Considering the increasing number of IT Professionals and their Organizations who want to be actively involved in IT Service Management and ISO 20000 this book should do at least as well as the first and second edition which is a bestseller **ISO/IEC 20000 Certification and Implementation Guide - Standard Introduction, Tips for Successful ISO/IEC 20000 Certification, FAQs, Mapping Responsibilities, Terms, Definitions and ISO 20000 Acronyms - Second Edition** Ivanka Menken, 2009 The first edition of this book is regarded as a classic in its field Now in an expanded and updated version of The Art of Service s book the authors once again present a step by step guide to ISO IEC 20000 The Art of Service has collected the experiences of organizations quality managers and auditors who have actually worked with the present version of the ISO 20000 standard This hard won experience is presented here in this leading guide to understanding and satisfying the requirements of ISO IEC 20000 and to applying the principles that underpin this internationally recognized family of standards for managing and communicating quality of IT Service Management Processes The best selling ISO IEC 20000 quality management handbook

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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 Guide 65* ,1996 **Iso/Iec 20000**

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ISO/IEC 20000: Pocket Guide Marianne Nugteren, Jan van Bon, Selma Polter, 1970-01-01 Note This book is available in several languages Italian German Spanish L obiettivo di questa pubblicazione di fornire un documento di facile lettura che spieghi la natura il contenuto e lo scopo dello standard ISO IEC 20000 Ci dovrebbe portare velocemente la ISO IEC 20000 alla portata di una ampia audience internazionale attraverso una facile ed accessibile pocket guide Per promuovere la consapevolezza e l accettabilit della ISO IEC 20000 quale un valido standard per le organizzazioni di servizi IT Per supportare la formazione e la certificazione ISO IEC 20000 Per dare ai professionisti un rapido riferimento ai contenuti principali della ISO IEC 20000 ISO IEC 20000 pocket guide si rivolge ad un ampio insieme di professionisti trainer e studenti che lavorano sia nell IT sia in altri ambienti a partire dagli esperti nella fornitura di servizi IT fino a coloro che desiderano trovare una metodologia valida per affrontare le criticit del miglioramento della qualit L organizzazione internazionale ITSMF attraverso l impegno del suo International Publications ESC IPESC ha concesso la sua approvazione a questa pocket guide quale parte di una comune libreria globale a supporto di uno standard uniforme della conoscenza ITSM e delle best practice

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