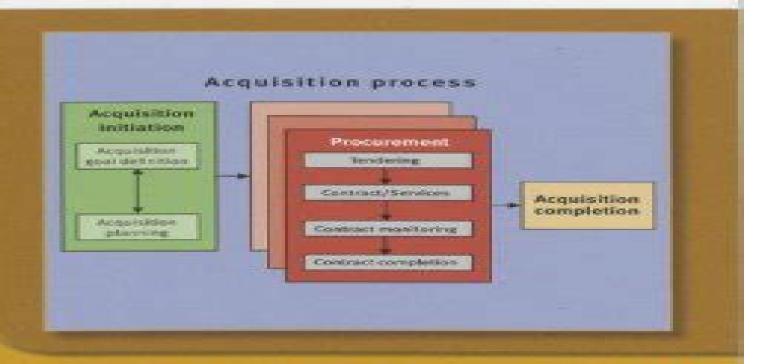
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RS Peters

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practitioners on what they have done to solve specific ABC issues The book can be used in combination with the ABC of ICT card set for creating awareness assessing your own worst practices and taking your first practical steps in solving them This book provides a valuable addition on top of ITIL publications on how to ensure ITSM improvement programs can and do deliver lasting value Service Agreements - A Management Guide itSMF International, 2006-09-09 Note This book is available in several languages Chinese English This book provides a more thorough approach to service agreements than available so far It takes the material from ITIL best practices one step further by providing a more comprehensive and holistic approach to service agreements *Implementing Metrics for IT Service* Management David Smith, Jan van Bon, Peter Brooks, 2008-08-08 This book Implementing Metrics for IT Service Management provides a measurement framework 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 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 ISO 9001:2000 Ray Tricker, Van Haren Publishing, 2006-10-10 With the publication of ISO 9001 2000 there is now a single quality management requirements standard that is applicable to all organisations products and services ISO 9001 2000 is the only standard that can be used for the certification of a quality management system QMS and its generic requirements can be used by any organisation It is the quality standard which specifies the requirements of quality management systems for use where organisations need to demonstrate their capability to provide products and services which meet both customer needs and relevant regulatory IT Outsourcing Part 1: Contracting the Partner Denis Verhoef, Gerard Wijers, 2009-01-01 As companies requirements 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 IT Service Management from Hell based on Not ITIL itSMF International, 2007-01-01 A humorous and phase insightful perspective on the often chaotic world of IT service management Drawing inspiration from the IT Infrastructure Library ITIL framework but taking a decidedly satirical approach the book explores the pitfalls paradoxes and downright ludicrous situations that can arise in IT organizations 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

ASL Remko van der Pols, 2004-02-23 Application management refers to the maintenance and enhancement of information systems and accounts for a large proportion of IT expenditure This publication contains information on the ASL the Application Services Library framework which is currently the only public domain application management standard in the world Aspects discussed include the structure of the ASL framework maintenance processes including configuration capacity and continuity management impact analysis design testing and implementation connecting processes such as software control and distribution application cycle management organisations cycle management relationships with other forms of management application and introduction of ASL IT Procurement Handbook for SMEs David Nickson, 2007 This handbook is specifically designed to help small to medium enterprises SMEs understand and manage IT procurement The text provides checklists and sample templates for the process Bids, Proposals and Tenders David Nickson, 2012 This book is a must have for anyone producing bids and proposals ranging from short covering letters through to tenders for major corporate or government procurement Sales marketing project and technical staff will all benefit from reading the book and keeping a copy on their shelves for reference It is also useful for business students at all levels Contents include The Art of **IT Service** Proposal Writing The Proposal Lifecycle Presentation and Format Corporate and Client Culture **Management from Hell** itSMF International,2004-01-10 This piece of work claims to be politically incorrect sexist and IT centric And it achieves all three We recommend this book to you unreservedly if you wish to provide the worst possible practices to your customers Be aware that most of the items raised as comic issues make uncomfortable reading because we can all identify someone who really believes in them BiSL® 2nd Edition - Pocket Guide Remko van der Pols, Yvette Backer, 2012-06-06 This book describes a process framework for business information management encompassing the best

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Outsourcing van IT G. Delen, Gerard Wijers, Erik Beulen, 2006-09-15 Een handzame gids in de wereld van IT out sourcing met lijst van begrippen en definities opgesteld door Platform Outsourcing Nederland

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