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is about the selection of services a Service Provider will offer to customers

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Implementing Information Security based on ISO 27001/ISO 27002 Alan Calder, 1970-01-01 Information is the currency of the information age and in many cases is the most valuable asset possessed by an organisation Information security management is the discipline that focuses on protecting and securing these assets against the threats of natural disasters fraud and other criminal activity user error and system failure Effective information security can be defined as the preservation of confidentiality integrity and availability of information This book describes the approach taken by many organisations to realise these objectives It discusses how information security cannot be achieved through technological means alone but should include factors such as the organisation's approach to risk and pragmatic day to day business operations This Management Guide provides an overview of the implementation of an Information Security Management System that conforms to the requirements of ISO IEC 27001 2005 and which uses controls derived from ISO IEC 17799 2005 It covers the following Certification Risk Documentation and Project Management issues Process approach and the PDCA cycle Preparation for an Audit

Metrics for IT Service Management David Brooks, Jan van Bon, Tienneke Verheijen, 2006-04-26 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

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