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David Smith,Jan van Bon,Peter Brooks

Metrics For It Service Management:

Measuring Itsm Randy A. Steinberg,2013-12-04 How do you measure and report your IT services and processes Which metrics matter the most to senior 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 **Metrics for IT Service Management** David Brooks,Jan van Bon,Tieneke 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 metricAll 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 Melliar 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 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 Melliar With all the focus on IT Governance and IT Business process management It is easy to see why metric 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 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 **Metrics for Service Management:** Jan Schilt,Jan van Bon,Peter Brooks,2020-06-10 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 **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 Continual service improvement ,2007-05-30 This publication focuses on continual service improvement CSI from both an IT service and IT service management perspective It introduces the concept of CSI at a high level and defines its value before describing

common methods and techniques The guidance is written for managers and practitioners at all levels   Metrics for Service Management: Peter Brooks,2012-03-03 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   **A Study Guide to Service Catalogue from the Principles of ITIL V3** Hank Marquis,APMG-International,2010 IT services are prevalent throughout virtually all businesses Most enterprises and many government functions are totally dependent upon reliable and responsive IT services to underpin vital business community and social functions IT services have become mainstream and managing them to deliver value it the core message of ITIL V3 and the emphasis in ITIL V3 on service catalogue management is a direct result of the growing requirement for business and IT to work together sharing data information and knowledge about demand for services service capabilities and patterns of business activity The Service Catalogue Management process is now a very important management field complete with its own terminology and vital concepts This study guide outlines the concepts and principles underlying the service catalogue discusses a project plan approach and reporting considerations describes the value of a sound business case and the key relationships and touch points in the service catalogue management process   Measuring ITSM Randy A. Steinberg,2013-12 How do you measure and report your IT services and processes Which metrics matter the most to senior 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   **ITIL® V3 - A Pocket Guide** Jan van Bon,2020-06-11 Note This pocket book is available in several languages English German French This Pocket Guide is a concise summary of ITIL V 3 A quick portable reference tool to this leading standard within the Service Management community What are the key service

management processes What is the lifecycle approach   **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 ITIL® 2011 Edition* Pierre Bernard,2020-06-11 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 and its predecessors have become the industry classic guide 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 version has now been upgraded to reflect ITIL 2011 Edition 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 2011 Edition upgrade The ITIL 2011 Edition approach covering the ITIL Lifecycle is fully covered The new and re written processes in ITIL 2011 Edition for strategy management and business relationship management are included as well as the other new and improved concepts in ITIL 2011 Edition 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 Lifecycle phase Service strategy Lifecycle phase Service design Lifecycle phase Service transition Lifecycle phase Service operation Lifecycle phase Continual service improvement   **Measuring ITIL** Randy A. Steinberg,2006 How do you measure and report your ITIL processes Which ITIL metrics matter the most to Senior Executives Finally there is a book that shows you how This is not a theoretical treatise 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 Defining and building a comprehensive ITIL metrics program Which metrics are the most important and how to calculate them Dealing with staff resistance to a metrics program Tips and suggestions for what to do if inadequate tools and reporting exist Suggested work plan for how to build your metrics program step by step In addition this book contains a helpful CD with a helpful IT Service Management modeling tool that covers all 10 ITIL processes Simply enter your key operational metrics and the KPIs and CSFs get

automatically calculated This is a comprehensive guide for building any ITIL metrics program with all the information you need in one place Finally someone tackled the mystery of ITIL metrics and put it all in one place No theory here this gives us the real metrics we can easily go after A fantastic addition to our ITIL reference library and our IT Service Management solution set   ISO/IEC 20000:2011 - A Pocket Guide Mart Rovers,2013-02-27 This Pocket Guide provides a concise explanation of the nature content and aim of ISO IEC 20000 1 2011 and a short summary of ISO IEC 20000 2 2012 It brings ISO IEC20000 Part 1 and Part 2 within reach of a vast international audience by providing the key elements of this important standard in a short easy to read format it promote the awareness and the acceptability of ISO IEC 20000 Part 1 and Part 2 as a valid standard for IT Services organizations it supports ISO IEC 20000 training and certification and it is a quick reference for practitioners to the core content of ISO IEC 20000   **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   ISO/IEC 20000-1:2011 - A Pocket Guide Mart Rovers,2020-06-11 This Pocket Guide provides a concise explanation of the nature content and aim of ISO IEC 20000 1 2011 It brings ISO IEC 20000 1 2011within reach of a vast international audience by providing the key elements of this important standard in a short easy to read Pocket Guide it promote the awareness and the acceptability of ISO IEC 20000 1 2011as a valid standard for IT Services organisations it supports ISO IEC 20000 1 2011training and certification it is a quick reference to the core content of ISO IEC 20000 1 2011 for practitioners ISO IEC 20000 1 2011 A Pocket Guide is ideal for a broad range of practitioners trainers and students who work in IT as well as in other environments ranging from experienced experts in IT service organisations to those who are looking for a suitable approach to quality improvement issues   Handbook of Research on End-to-End Cloud Computing Architecture Design Chen, Jianwen "Wendy",Zhang, Yan,Gottschalk, Ron,2016-10-06 Cloud computing has become integrated into all sectors from business to quotidian life Since it has revolutionized modern computing there is a need for updated research related to the architecture and frameworks necessary to maintain its efficiency The Handbook of Research on End to End Cloud Computing Architecture Design provides

architectural design and implementation studies on cloud computing from an end to end approach including the latest industrial works and extensive research studies of cloud computing This handbook enumerates deep dive and systemic studies of cloud computing from architecture to implementation This book is a comprehensive publication ideal for programmers IT professionals students researchers and engineers **Information Security based on ISO 27001/ISO 27002** Alan Calder,2020-06-11 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 This Management Guide provides an overview of the two international information security standards ISO IEC 27001 and ISO 27002 These standards provide a basis for implementing information security controls to meet an organisation s own business requirements as well as a set of controls for business relationships with other parties This Guide provides An introduction and overview to both the standards The background to the current version of the standards Links to other standards such as ISO 9001 BS25999 and ISO 20000 Links to frameworks such as CobiT and ITIL Above all this handy book describes how ISO 27001 and ISO 27002 interact to guide organizations in the development of best practice information security management systems **Introduction to the ITIL service lifecycle** Office of Government Commerce,Great Britain. Office of Government Commerce,2010-05-12 This official introduction is a gateway to ITIL It explains the basic concept of IT Service Management ITSM and the place of ITIL introducing the new lifecycle model which puts into context all the familiar ITIL processes from the earlier books It also serves to illuminate the background of thr new ITIL structure This title introduces ITSM and ITIL explains why the service lifecycle approach is best practice in today s ITSM and makes a persuasive case for change After showing high level process models it takes the reader through the main principles that govern the new version lifecycle stages governance and decision making then the principles behind design and deployment and operation and optimisation **Mastering ITSM** Cybellium,2023-09-06 Cybellium Ltd is dedicated to empowering individuals and organizations with the knowledge and skills they need to navigate the ever evolving computer science landscape securely and learn only the latest information available on any subject in the category of computer science including Information Technology IT Cyber Security Information Security Big Data Artificial Intelligence AI Engineering Robotics Standards and compliance Our mission is to be at the forefront of computer science education offering a wide and comprehensive range of resources including books courses classes and training programs tailored to meet the diverse needs of any subject in computer science Visit https www cybellium com for more books **Microservices from Theory to Practice: Creating Applications in IBM Bluemix Using the Microservices Approach** Shahir Daya,Nguyen Van Duy,Kameswara Eati,Carlos M Ferreira,Dejan Glozic,Vasfi Gucer,Manav Gupta,Sunil Joshi,Valerie Lampkin,Marcelo Martins,Shishir Narain,Ramratan Vennam,IBM Redbooks,2016-04-04 Microservices is an architectural style in which large

complex software applications are composed of one or more smaller services Each of these microservices focuses on completing one task that represents a small business capability These microservices can be developed in any programming language They communicate with each other using language neutral protocols such as Representational State Transfer REST or messaging applications such as IBM MQ Light This IBM Redbooks publication gives a broad understanding of this increasingly popular architectural style and provides some real life examples of how you can develop applications using the microservices approach with IBM BluemixTM The source code for all of these sample scenarios can be found on GitHub https github com The book also presents some case studies from IBM products We explain the architectural decisions made our experiences and lessons learned when redesigning these products using the microservices approach Information technology IT professionals interested in learning about microservices and how to develop or redesign an application in Bluemix using microservices can benefit from this book

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