

Service Design Based On Itil V3 Management Guide - , Arjen Jong

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To satisfy the changing needs and demands of the business, the design of effective and efficient IT service is a process of balancing among functionality, available resources and available time. This is a continual process in all phases of the lifecycle of IT services. The Service Design phase in the lifecycle begins with the demand for new or modified requirements from the customers. Ultimately at the end of the design process, a service solution must be designed that satisfies the requirements before including the service in the transition process. The Topics are covered Service Catalogue Management (SLM) Service Level Management Capacity Management Availability Management IT Service Continuity Management (ITSCM) Information Security Management Supplier Management Author: Jan van Bon, Jan Author: Arjen de Jong, Arjen Author: Axel Kolthof, Axel Publisher: Van Haren Publishing Illustration: N Language: ENG Title: Service Design based on ITIL V3 Management Guide Pages: 00000 (Encrypted PDF) On Sale: 2008-06-15 SKU-13/ISBN: 9789087531256 Category: Music : History & Criticism - General Category: Non-Classifiable : Non-Classifiable

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