

Implementing Iso/iec 20000 Certification - The Roadmap - , David Clifford

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Officially recommended by EXIN as additional reading for the ITSM based on ISO 20000 course 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 Practical 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. Related Book: ISO / IEC 20000 - An Introduction Author: Jan van Bon, Jan Author: David Clifford, David Publisher: Van Haren Publishing Illustration: N Language: ENG Title: Implementing ISO/IEC 20000 Certification - The Roadmap Pages: 00000 (Encrypted PDF) On Sale: 2008-02-29 SKU-13/ISBN: 9789087530822 Category: Music : History & Criticism - General Category: Non-Classifiable : Non-Classifiable

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