

# Service Strategy Basierend Auf Itil - V3 ? Eine Management Guide - , Arjen Jong

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Service Strategy delivers guidance with designing, developing and implementing service management as a strategic resource. The Service Strategy is critical in the context of the processes along the ITIL Service Lifecycle in the Service Design, Service Transition, Service Operation, and CSI phases. A clear Service Strategy helps to ensure that an organization is equipped to manage costs and risks within the service portfolios. This management guide offers a number of guidelines that will help in setting customer- and market-oriented goals and expectations. The Topics are covered

- Defining the strategy concept
- Service assets
- Service catalogues
- Implementation of the strategy through the service lifecycle
- Various types of service providers
- Organizational Development
- Strategic risks
- Financial Management
- Demand Management
- Service Portfolio Management (SPM)

Organizations that are already using ITIL can use this title as a guideline for developing a strategic overview of their ITIL-based capabilities. They can also try to improve the synchronization between IT and business strategies. First consider why something should be done before thinking about how it will be done. The Why is more important for the client's business. Other Languages Available: English, Dutch, German, Spanish

Author: Jan van Bon, Jan Author: Arjen de Jong, Arjen Author: Axel Kolthof, Axel Publisher: Van Haren Publishing Illustration: N Language: ENG Title: Service Strategy basierend auf ITIL® V3 ? Eine Management Guide Pages: 00000 (Encrypted PDF) On Sale: 2008-08-01 SKU-13/ISBN: 9789087531447 Category: Music : History & Criticism - General Category: Non-Classifiable : Non-Classifiable

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