

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

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A Service Transition is effective and efficient if the transition deliver what the business requested within the limitations in terms of money and other necessary means. Additionally, it is important that the phase and release plans are coordinated with the business, the service management and the IT strategy. The Objectives of Service Transition include The necessary means to realize, plan and manage the new service Ensuring the minimum impact for the services which are already in production Improving customer satisfaction and stimulate the proper use of the service and mutual technology The Topics are covered Transition Planning and Support Change Management Service Asset and Configuration Management Release and Deployment Management Service Validation and Testing Evaluation Knowledge Management 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 Transition basierend auf ITIL® V3 ? Eine Management Guide Pages: 00000 (Encrypted PDF) On Sale: 2008-08-01 SKU-13/ISBN: 9789087531546 Category: Music : History & Criticism - General Category: Non-Classifiable : Non-Classifiable

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