

Metrics For It Service Management - Peter Brooks

[DOWNLOAD HERE](#)

This book considers the design and implementation of metrics in service organizations using industry standard frameworks. It uses the ITIL process structure and many principles from the ITIL and ISO20000 (BS15000) as a basis. It is a general guide to the use of metrics as a mechanism to control and steer IT service organizations. A major reason for covering this topic is that many organizations have found it very difficult to use metrics properly. This book will deal with the causes of the difficulties to implementing metrics and will present workable solutions. It provides a general guide to the design, implementation and use of metrics as a mechanism to control and steer IT service organizations. It also provides specific recommendations for applying metrics across the ITIL, ISO20000 (BS15000) and other processes, discussing the rationale of the recommendations. Key Features Uses the ITIL process structure and principles from ISO20000 as a basis This title can be used as a starting point for customizing particular metrics Contains practical sheets for day-to-day use Provides much-needed approach to the issue of measuring deliverables within Service Management Operations Covers the IT-Business interface Endorsed by itSMF's Publications Group (IPESC) Endorsements "This 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." - Ken Wendle (FISM) previous President of the itSMF USA, works as a Senior Solution Architect for Hewlett Packard's OpenView Software division "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-Melliard "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

"With all the focus on IT Governance and IT Business process management. It is easy to see why metrics 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

Related Books: Implementing Metrics for IT Service Management
Author: Peter Brooks, Peter Publisher: Van Haren Publishing Illustration: N Language: ENG
Title: Metrics for IT Service Management Pages: 00000 (Encrypted PDF) On Sale: 2006-03-09
SKU-13/ISBN: 9789077212691 Category: Music : History & Criticism - General Category:
Non-Classifiable : Non-Classifiable

[DOWNLOAD HERE](#)

Similar manuals:

[DXGold-DXinone](#)

[Scales-ModesOfWorldMusic](#)

[CANON IR1600 / IR2000 ImageRunner COPIER SERVICE MANUAL](#)

[CANON I550, I850, I950 PARTS MANUAL](#)

[Canon I550 i850 i950 Printer Service Manual](#)

[Music Portal Script](#)

[CANON BJC 2000 PRINTER SERVICE MANUAL](#)

[Elmo GS 1200 GS 1200P Xenon Manual Uk](#)

[Chinon Ss 1200 Manual Uk](#)

[Chinon Sound 7500 Manual Uk](#)

[59 Music Business Contracts](#)

[Chinon Sp330 Manual Deutsch](#)

[Chinon DS300 Manual English](#)

[Chinon DS300 Manual Nederlands](#)

[Elmo XP 350 Xenon Manual English](#)

[Eiki EX1500 EX1510 Xenon Manual English](#)

[Finance For Nonfinancial Managers - Katherine Wagner](#)

[Building A Music Website](#)

[Chinon Sound 8500 English](#)

[Music Business Legal Contracts](#)

[Canon Ms 400 500 Parts Catalog](#)

[Canon Ms 400 500 Service Manual](#)

[800 ESSENTIAL NICHE BASSLINE SAMPLES FOR MUSIC PRODUCTION](#)

[Complete Guide To Being A Musician/home Recording](#)

[Magnon 800 English](#)

[Canon Pixma MP170 Printer Service Repair Manual](#)

[Canon Pixma MP450 MP 450 Printer Service And Repair Manual](#)

[Download Canon Pixma MP510 Printer Service Manual](#)

[Canon Pixma MP600 And MP600R Service And Repair Manual](#)

[Canon Pixma MP750 Printer Service Repair Workshop Manual](#)

[Canon Pixma MP760 Mp 760 Printer Service Repair Workshop Manual](#)

[Canon Pixma MP780, MP 780 Printer Service Repair Workshop Manual](#)

[Canon EOS 10D Digital SLR Camera Parts Manual](#)

[Canon EOS 1DS Digital SLR Camera Parts Manual](#)

[Canon EOS 350D Digital SLR Camera Parts List](#)

[Canon EOS D60 Digital SLR Camera Parts List](#)

[Canon EOS 300D Parts Manual](#)

[Anonymous ATM Card Guide](#)

[Canon MP90 Service Manual](#)

[Canon MP90 Microprinter Service Manual.](#)

[Canon Smartbase MP700 MP730 Printer Service Manual](#)

[Canon Pixma MP800 MP800r Printer Service Manual](#)

[Canon Pixma MP830 Printer Service Repair And Parts Manual.](#)

[Canon DR-3060 DR-3080 Document Scanner Service Manual](#)

[Canon CLC-200 CLC-300 And CLC-350 Colour Laser Copier Service Manual](#)

[Canon BJC-5000 Printer Service Manual](#)

[Canon BJ-W7000 Printer Service Repair Manual](#)

[Canon CD-4046 Digital Document Scanner Recorder Service Manual](#)

[Canon CD-4070NW Digital Scanner Service Manual](#)

[Canon CLC-4000 Clc 4000 And CLC-5100 Colour Laser Copier Service Manual](#)

[Canon CLC-700 And CLC-800 Colour Laser Copier Service Manual](#)

[Canon CLC-5100 Series Colour Laser Printer Service Manual](#)

[Canon CR-180 Cr180 Scanner Service Repair Workshop Manual](#)

[Canon DR-2080c Desktop Scanner Service Manual](#)

[Canon DR-2580c Desktop Scanner Service Manual](#)

[Canon DR-3020 Desktop Scanner Service Manual](#)

[Canon DR-4080u Desktop Scanner Service Manual](#)

[Canon DR-5010c Desktop Scanner Service Manual](#)

[Canon DR-5020 And DR-5080C Desktop Scanner Service Manual](#)

[Canon DR-5060f Desktop Scanner Service Manual](#)

[Canon DR-6080 And DR-9080c Document Scanner Service Manual](#)

[Canon DR-7080c Desktop Scanner Service Repair Manual](#)

[Canon GP200 And GP215 Copier Service Manual](#)

[Canon I960 And I965 Printer Service Manual](#)

[Canon IR2016 And IR2020 Copiers Service Manual](#)

[Canon IR3100CN Copier Service Manual](#)

[Canon IR C3100 Series Copier Service Repair Manual](#)

[Canon IR5570 And IR6570 Copier Service Manual](#)

[Canon IR C6800 Series Copier Service Repair Manual](#)

[Canon L200 L280 Fax Machine Service Manual](#)

[Canon Image Runner C2020 C2050 IRC2100 Copier Service Manual](#)

[Canon IR7086 IR7095 IR7105 Copier Service Manual](#)

[Canon IR C3200 Series Copier Service Manual](#)

[Canon L2000 L2000IP Fax Machine Service Manual](#)

[Canon L220 Fax Machine Service Manual](#)

[Canon L260i Fax Machine Service Manual](#)

[Canon L295 Fax Machine Service Manual](#)

[Canon L360 Fax Machine Service Reference Manual](#)

[Canon L380s Fax Machine Service Manual](#)

[Canon L400 Fax Machine Service Manual](#)

[Canon MS800 Microfilm Scanner Service Repair Manual](#)

[Canon Pixma MP810 Printer Service Manual](#)

[Canon Pixma MP960 Printer Service And Repair Manual](#)

[Canon Pixma MP150 MP 150 Printer Service Manual](#)

[Magnon Duomatic DX80 DX82 DX85 DX87 Francais Deutsch English Espanol](#)

[Canon Pixma IP3000 Printer Service And Repair Manual](#)

[Canon Pixma IP6000D Printer Service Manual](#)

[Canon Pixma IP8500 Printer Service Manual](#)

[Canon Pixma MP530 Printer Service Manual](#)

[Canon Pixma IP6700D Printer Service And Repair Manual](#)

[Canon Pixma IP4000 Printer Service And Repair Manual](#)

[Canon Pixma IP4200 Printer Service Manual](#)

[Canon Pixma IP5000 Printer Service Manual](#)

[Canon Pixma IP5200 And IP5200R Printer Service Manual](#)

[Canon Pixma IP6600D Printer Service And Repair Manual](#)

[Canon Pixma IP90 IP 90 Portable Printer Service Manual](#)

[Canon DM-MV5E, DM-MV5i MC E And DM-MV5i E Video Camera Service Manual](#)

[Canon DM-XL1E Digital Video Camera Service Manual](#)

[Canon DM-XM2E Digital Video Camera Service Manual](#)

[Canon Powershot G6 Digital Camera Service Repair Manual](#)