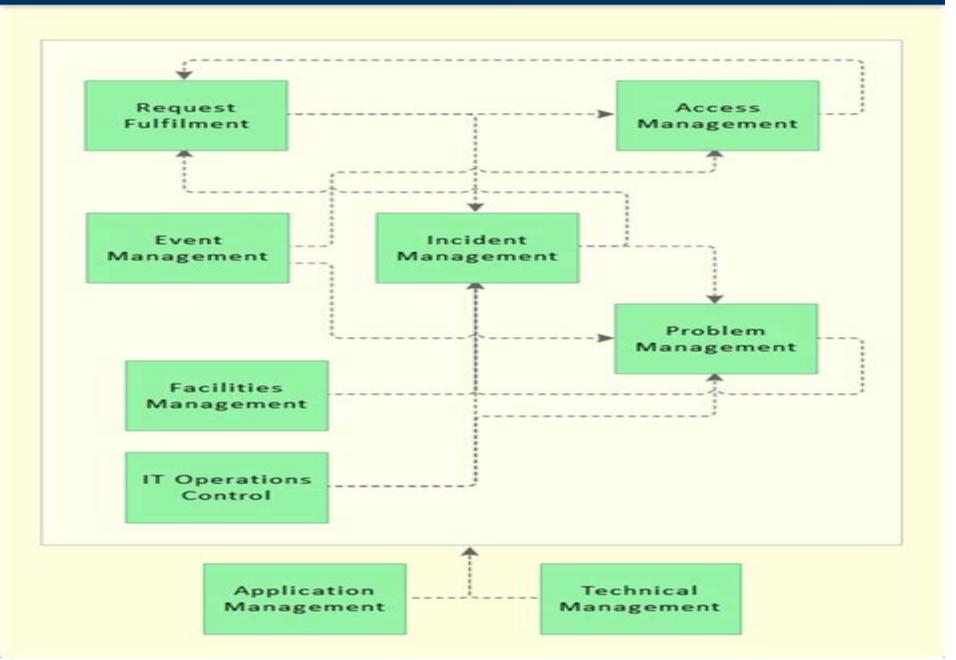
ITIL[®] Service Operation





Itil V3 Service Operations Book

Gerard Blokdijk,Ivanka Menken

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Professionals and their Organizations who want to be actively involved in IT Service Management this book should do at least as well as the first edition which is a bestseller IT Service Management Ernest Brewster, Richard Griffiths, Aidan Lawes, John Sansbury, 2010-02-24 ITIL R is a framework for IT service management and provides best management practice to meet ISO IEC 20k This guide introduces ITIL both to Foundation Exam candidates and to people who require a practical understanding of IT sevice management An ITIL R Licensed Product Service Operation based on ITIL V3 Management Guides Jan van Bon, Arjen de Jong, Axel Kolthof, Mike Pieper, Ruby Tjassing, Annelies van der Veen, Tieneke Verheijen, 2008-06-15 Well designed and implemented processes are of little value when the day to day fulfilment of these processes is not well organized Nor are service improvements possible when the day to day performance measuring and data gathering activities are not fulfilled systematically during the Service Operation The goal of Service Operation are to coordinate and fulfil activities and processes required to provide and manage services for business users and customers with a specific agree level Service Operation is also responsible for management of the technology required to provide and support the services The Topics are covered Event Management Incident Management Request Fulfilment Problem Management Access Management Monitoring and Control IT Operations Service Desk ITIL V3 Service Capability OSA - Operational Support and Analysis of IT Services Best Practices Study and Implementation Guide Emereo Pty Limited, Tim Malone, Ivanka Menken, Gerard Blokdijk, 2008-11 This book centers on the ability of an IT organization to deliver and support IT services on a day to day basis The focus is on effectively monitoring events and responding to user requests minimizing the impact of incidents and identifying and proactively resolving underlying problems This book covers practical guidance on the design and implementation of integrated end to end processes based on proven industry best practice guidelines It provides in depth knowledge of the ITIL OSA areas Change Management Event Management Incident Management Reguest Management Problem Management Access Management Service Desk Technical Management IT Operations Management and Application Management Operational Support and Analysis Best Practices is designed to complement the certified ITIL V3 Capability Programs for IT Service Management This book focuses on describing the industry best practices for the Operational Support and Analysis of IT Services including Service Management as a Practice Service Operation Principals The Processes pertaining to Operational Support and Analysis across the Service Lifecycle Specific emphasis on the Service Operation Lifecycle processes and roles included in Event Management which defines any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the delivery of an IT service Incident Management which has the capability to bring services back to normal operations as soon as possible according to agreed service levels Request Fulfilment which fulfils a request providing quick and effective access to standard services which business staff can use to improve their productivity or the quality of business services and products Problem Management which prevents problems and resulting Incidents from happening to eliminate recurring Incidents and to

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Enterprise IT Governance, Business Value and Performance Measurement Shi, Nan Si, Silvius, Gilbert, 2010-10-31 This book provides evidence based insights into the management and contribution of IT in organizations to offer practical advice solutions models and tools that are instrumental in getting business value from IT Provided by publisher IT Service Operations Management Guide Gerard Blokdijk, 2009 A professional technical roadmap to ITIL V3 Framework IT Service Operations Management Incident Event Problem Access Management plus Request Fulfilment with 34 templates design documents for organizational assessment implementation The ISM method Version 3 Jan van Bon, Wim Hoving, 2017-06-30 This book describes a revolutionary approach on how to successfully implement IT service management ITSM in an easier faster cheaper and especially more effective way In the book the lessons of 30 years are used to put an end to the chaos and complexity of ineffective ITSM projects Based on simple paradigms a single and compact solution is

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