

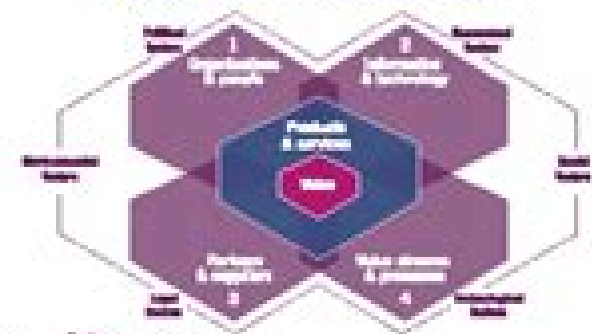
Guiding Principles



Service Value Chain



Four Dimensions



Continual Improvement

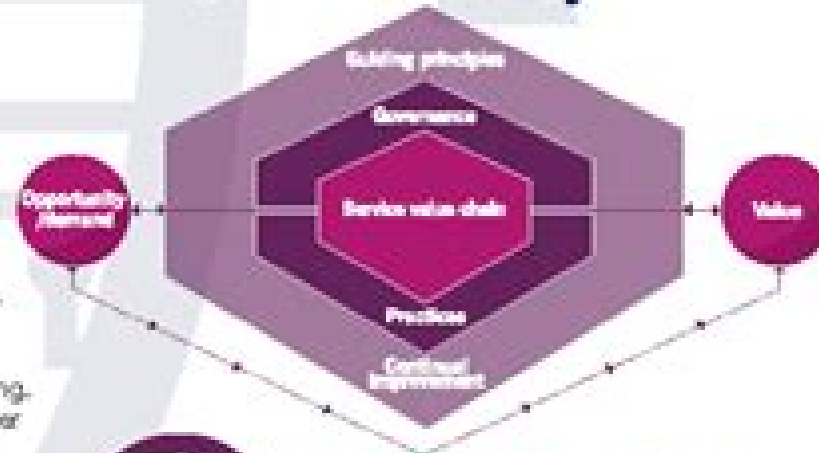


What is service?

A **service** is a means of enabling value co-creation by facilitating outcomes that customers want to achieve without the customer having to manage specific costs and risks.

- **Value** is the perceived benefits, usefulness, and importance of something.
- An **outcome** is a result for a stakeholder enabled by one or more outputs.
- **Cost** is the amount of money spent on a specific activity or resource.
- **Risk** is a possible event that could cause harm or loss, or make it more difficult to achieve objectives.

Service Value System



Utility/Warranty

Utility is the functionality offered by a product or service to meet a particular need.

•What a service does (fit for purpose)

Warranty is the assurance that a product or service will meet agreed requirements.

•How a service performs (fit for use)



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structured and practical solutions using the best of the best principles available today The book is divided into nine chapters which cover the three critical pillars necessary to develop execute and sustain a robust and effective IT governance environment leadership and proactive people and change agents flexible and scalable processes and enabling technology Each of the chapters also covers one or more of the following action oriented topics demand management and alignment the why and what of IT strategic planning portfolio investment management decision authority etc execution management includes the how Program Project Management IT Service Management with IT Infrastructure Library ITIL and Strategic Sourcing and outsourcing performance risk and contingency management e g includes COBIT the balanced scorecard and other metrics and controls and leadership teams and people skills Service transition ,2007-05-30 This publication offers guidance on managing service transition from design specification change configuration test release and deployment Service transition requires effective management of knowledge organisational culture and transition in difficult circumstances The volume is derived from decades of IT service management experience and is applicable to all sizes and types of organisations

Metrics for Service Management: Jan Schilt,Jan van Bon,Peter Brooks,2020-06-10 This title is the sister book to the global best seller Metrics for IT Service Management Taking the basics steps described there this new title describes the context within the ITIL 2011 Lifecycle approach More than that it looks at the overall goal of metrics which is to achieve Value The overall delivery of Business Value is driven by Corporate Strategy and Governance from which Requirements are developed and Risks identified These Requirements drive the design of Services Processes and Metrics Metrics are designed and metrics enable design as well as governing the delivery of value through the whole lifecycle The book shows the reader how to achieve this Value objective by extending the ITIL Service Lifecycle approach to meet business requirements

Advanced Intelligent Systems for Sustainable Development (AI2SD'2020) Janusz Kacprzyk,Valentina E. Balas,Mostafa Ezziyyani,2022-02-10 This book publishes the best papers accepted and presented at the 3rd edition of the International Conference on Advanced Intelligent Systems for Sustainable Development Applied to Agriculture Energy Health Environment Industry Education Economy and Security AI2SD 2020 This conference is one of the biggest amalgamations of eminent researchers students and delegates from both academia and industry where the collaborators have an interactive access to emerging technology and approaches globally In this book readers find the latest ideas addressing technological issues relevant to all areas of the social and human sciences for sustainable development Due to the nature of the conference with its focus on innovative ideas and developments the book provides the ideal scientific and brings together very high quality chapters written by eminent researchers from different disciplines to discover the most recent developments in scientific research **Handbook of Research on Entrepreneurship, Innovation, Sustainability, and ICTs in the Post-COVID-19 Era** Carvalho, Luisa Cagica,Reis, Leonilde,Silveira, Clara,2021-04-30 ICT has had a huge impact on businesses and organizations in general with new business models new marketing channels and new markets being reached

using these technologies ICT can promote new strategies and enhancers to optimize various aspects of business but this technology also provides important tools that can empower social entrepreneurship initiatives to develop fund and implement new and innovative solutions to social cultural and environmental problems With the upheaval caused by the COVID 19 pandemic and its subsequent impact on the economy the methods and tools used within this field will be forever impacted ICTs and the digital economy are huge trends that will affect organizations in several dimensions such as how to communicate and improve performance Thus new perspectives and research are needed to identify the trends emerging in these fields The Handbook of Research on Entrepreneurship Innovation Sustainability and ICTs in the Post COVID 19 Era broadens the exploitation of entrepreneurship innovation and ICTs in a global approach to draw attention to multidisciplinary perspectives of these contexts and their influence in modern organizations In addition the book explores and discusses through innovative studies case studies systematic literature reviews and reports the key developments in digital entrepreneurship circular economy and digitalization digital business models digital market and internationalization digital economy trends and challenges for organizations digital entrepreneurial ecosystems IS ICT in organizations social aspects of information systems and more This book is ideally intended for business managers industry professionals entrepreneurs practitioners stakeholders researchers academicians and students looking for how business and organizations are going to shift and advance in the post COVID 19 era

Capacity Management - A Practitioner Guide Annelies van der Veen, Jan van Bon, 2020-06-11 Capacity Management is described in most key ITSM frameworks ITIL ISO 20000 Microsoft Operations Framework MOF and the Application Service Library ASL all note the importance of Capacity Management This major title meets the need for an in depth practical guide to this critical process Written and reviewed by some of the world's most respected experts in this field it shows how Capacity Management best practice can support provision of a consistent acceptable service level at a known and controlled cost Practical advice covers the essential control of two balances Supply versus demand and resources versus cost In times of mean frugal economic measures it is essential to focus on those practices that are effective and yield practical results In enlightened times of sustainability it is also a requirement to find solutions that satisfy the criteria for greenness This excellent title shows how Capacity Management works not only within an IT environment but also why it is pivotal in meeting high profile business demands Aligns with ISO IEC 20000 and ITIL ISO IEC lists a set of required capacity management deliverables ITIL outlines what should be done in capacity management this book starts to describe how to do it Covers details of what capacity management is all about what is capacity management why do it benefits and cost benefit analysis how to do it data flows and activities who does it roles and perspectives implementation maintenance improvement tools Provides comprehensive templates and checklists objectives interfaces and data flows sub practices and activities metrics application sizing parameters data for modelling deliverables reports CMMI levels KPIs risk matrix sample capacity plan

The Shortcut Guide to IT Service Management and Automation Rebecca

Herold,2008 **Implementing Service and Support Management Processes** Carrie Higday-Kalmanowitz,2005-03-11
The purpose of this book is to provide practical process guide for technical support centres It is based on the ITIL processes covered in Service Support ISBN 011330952X and Service Delivery ISBN 0113309503 but also includes additional processes as well as a Balanced Scorecard Service Model Processes covered in the book are Financial and Operations Management Knowledge Management Configuration Management Change Management Release Management Incident Management Problem Management Service Level Management Capacity and Workforce Management Availability Management IT Service Continuity Management and Customer Satisfaction Measurement The Palgrave Handbook of Knowledge Management
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Business Information Systems Workshops Witold Abramowicz,2013-10-17 This book constitutes the refereed proceedings of the four workshops that were organized in conjunction with the International Conference on Business

Information Systems BIS 2013 which took place in Pozna Poland in June 2013 BIS workshops give researchers the opportunity to share their preliminary ideas and first experimental results and to discuss research hypotheses with a highly focused audience The 25 papers in this volume were carefully reviewed and selected from 47 submissions and were revised and extended after the event The workshop topics covered applications and economics of knowledge based technologies AKTB business and IT alignment BITA enterprise systems for higher education ESHE and formal semantics for future enterprises FSFE In addition two keynotes as well as ten papers presented at the PhD Symposium are also included in this volume

CMMI for Services Eileen Forrester, Brandon Buteau, Sandra Shrum, 2009-10-30 CMMI for Services CMMI SVC is a comprehensive set of guidelines to help organizations establish and improve processes for delivering services By adapting and extending proven standards and best practices to reflect the unique challenges faced in service industries CMMI SVC offers providers a practical and focused framework for achieving higher levels of service quality controlling costs improving schedules and ensuring user satisfaction This indispensable book comprises both an introduction to the CMMI SVC model and an authoritative reference for it The contents include the complete model itself formatted for quick lookup In addition the book's authors have refined the model's introductory chapters provided marginal notes to clarify the nature of particular process areas and show why their practices are valuable and inserted longer sidebars to explain important concepts Brief essays by people with experience in different application areas further illustrate how the model works in practice and what benefits it offers The book is divided into three parts Part One begins by thoroughly explaining CMMI SVC its concepts and its use The authors provide robust information about service concepts including a discussion of lifecycles in service environments outline how to start using CMMI explore how to achieve process improvements that last and offer insights into the relationships among process areas Part Two describes generic goals and generic practices then details the complete set of CMMI SVC process areas including specific goals specific practices and examples The process areas are organized alphabetically by acronym for easy reference Part Three contains several useful resources including CMMI SVC related references acronym definitions a glossary of terms and an index Whether you are new to CMMI models or are already familiar with one or more of them this book is an essential resource for service providers interested in learning about or implementing process improvement

Official (ISC)2 Guide to the CISSP CBK Adam Gordon, 2015-04-08 As a result of a rigorous methodical process that ISC follows to routinely update its credential exams it has announced that enhancements will be made to both the Certified Information Systems Security Professional CISSP credential beginning April 15 2015 ISC conducts this process on a regular basis to ensure that the examinations and

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