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Delivery Service level agreement best practices: How to meet your customer expectations What is the Service Level Management (SLM) Practice in ITIL 4? Service Level Management in ITIL Service Level Management IT Service Management and ITIL Explanation

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Service Level  
Management Practice  
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Service Management  
Level-up your product  
design skills featuring  
Jason Charles

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SmartMarketing: What is a  
Service Level  
Agreement? The ITIL  
4 Big Picture:

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Time and Quality  
Together in One  
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ITIL® Service Desk

Organization

Structures ITIL® 4:

~~What is Service~~

~~Management?~~

~~(Lesson 1/25)~~

~~CHANGE~~

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management - Key

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Concepts

Introduction: ITIL

Process Map \ "ITIL\ " :

ITIL Certification

Training | Service

Strategy Process

:Demand

Management | (2018)

- ExcelR ITIL

~~Foundation SLA, OLA~~

~~u0026 UGs ITSM -~~

Service Level

Agreements vs

Operational Level

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Agreements - ITIL

OLAs Principles and  
Concepts

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~~"ITIL\":ITIL~~

~~Foundation~~

~~Tutorial[2018] |~~

~~Service Level~~

~~Management :Service~~

~~Design Process|-~~

~~ExcelR\ "ITIL\":~~

~~Service Catalog~~

~~Management Tutorial~~

~~| Service Design~~

~~Process | ITIL~~

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~~Training[2018]~~

~~Excel~~ Service Level  
Management process  
( Basic Concept) By  
Eng-Mohamed

Abdallah | Arabic

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The ITIL templates

(ITIL document

templates) provided

here can be used as

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checklists for the various documents and records created as outputs from the ITIL processes.

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Finance Management  
□ Service Level Agreement Template  
This Service Level Agreement (SLA) documents the

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agreed provision of  
service for the supply  
of aeronautical  
information (Data) by  
[organisation name]  
(The Data Originator)  
to [organisation name]

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~~Service Level~~  
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ITIL Process: ITIL V2  
Service Delivery -  
Service Level  
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"Service Level  
Agreement - SLA"  
from the ITIL Process  
Map V2 The Service

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Level Agreement

contains the contractually relevant data for an IT Service:

Name of the IT Service; Clearance information (with location and date)

Service Level Manager; Client representative;

Contact persons  
Name of the Service Provider; Name of the



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Service recipient

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~~(SLA) | IT Process~~

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The practice of  
Service Level  
Management (SLM)  
gives assurance to  
the service consumer  
that a provider will

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deliver a level of service that meets their needs. The purpose of the SLM practice is to set clear business-based targets for service performance, so that the delivery of a service can be properly assessed, monitored, and managed against these targets.

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~~Service Level  
Management in ITIL 4  
BMC Blogs~~

This set of ITIL templates (ITIL document templates) can be used as checklists for defining ITIL process outputs. They can also serve as guidelines which are helpful during process execution.

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There are now 102 officially licensed checklists contained in our ITIL-compliant Reference Process Model, and we make the most popular ITIL templates available for you in our ITIL Wiki.

~~ITIL Checklists | IT  
Process Wiki~~

ITIL Process: ITIL

*Page 23/93*

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Service Design -

Service Level  
Management.

Checklist Category:

ITIL Templates -

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"Service Level

Report" from the ITIL

Process Map V2. The

Service Level Report

contains the following

information for the



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target-groups clients  
and IT Management:  
Level

Management  
~~Checklist Service~~

~~Level Report | IT~~

~~Process Wiki~~

Service Level

Management (SLM) is  
one of the well-  
defined main

processes under

Service Design

process group of the

ITIL best practice

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framework. According to ITIL V3 definition, it is the process responsible for the continual identification, monitoring, and review of the IT Service benchmarks specified in the service-level agreements (SLAs).

~~ITIL Service Level~~

*Page 26/93*

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~~Management | ITIL~~

~~Tutorial | ITSM ...~~

ITIL service strategy focuses on defining the services that IT organizations deliver to customers. Below, you will find a service portfolio checklist and financial management analysis to help get started with these ITIL practices. IT Service Portfolio Checklist

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Understanding the value IT provides to a business is essential.

~~Free ITIL Templates | Smartsheet~~

The following ITIL terms and acronyms (information objects) are used in ITIL Service Level Management to represent process outputs and inputs:.

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Customer Agreement Portfolio. While the Service Catalogue holds a complete list of the services managed by the service provider, the Customer Agreement Portfolio contains all Service Agreements which provide the framework for delivering services to

...

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Process Wiki

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The ITIL templates  
(ITIL document  
templates) provided  
here can be used as  
checklists for the  
various documents

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Model contains 102  
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Service Level  
Agreement Template  
Service Level  
Management The

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purpose of Service Level Management (SLM) is to ensure that the service targets are created, negotiated, agreed, documented, monitored, reviewed and reported to the customer. SLM acts like a liaison between the customer and the service provider which sets the targets in



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terms of quality, time,  
and scope as per the  
SLR and SAC.

~~Service Level~~

~~Agreement Template |~~

~~ITIL Docs~~

Definition: The  
Service Level  
Agreement (SLA) is  
an agreement  
between an IT service  
provider and a  
customer. The

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Operational Level Agreement (OLA) is an agreement between an IT service provider and another part of the same organization, governing the delivery of a infrastructure service.. ITIL Process: ITIL Service Design - Service Level Management ...

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~~Checklist SLA OLA~~

~~IT Process Wiki - The~~

~~ITIL® Wiki~~

Introduction: Access management, along with incident, problem, and change management, is one of the core components of ITIL processes that need to be well executed in order to maintain high productivity and keep

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sensitive data  
protected within the  
walls of the  
organization. In short,  
the primary goal of  
access management  
is to safeguard data  
from being accessed  
by unauthorized  
users, and that ...

~~ITIL Access  
Management Process  
Template | Process~~

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~~Street~~ Service

In this checklist, we will guide you through the entire process flow for problem management, enabling you to effectively log, investigate, diagnose, and resolve the problems that threaten to negatively impact business performance.

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~~ITIL Problem  
Level  
Management Process  
Template | Process  
Street~~

Its most current version, ITIL 2011, consists of five core publications, including Service Strategy, Service Design, Service Transition, Service Operation and Continual Service

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Improvement. This guide provides a comprehensive explanation of Incident Management, a critical process within the Service Operations book.

~~The Essential Guide to ITIL Incident Management Service Level Management is the~~

*Page 39/93*

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continuous and proactive process of defining, agreeing, monitoring, reporting, and reviewing the performance of IT services to make sure that adequate levels of service are delivered in alignment with business needs and at an acceptable cost. The following topics are provided:



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This important book illustrates the implications of preservation actions on intellectual property rights and data protection.

These can include:  
Potential violation of data protection laws through the storage of

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personal data, and  
potential infringemen

Level  
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When implemented correctly, release management can help ensure that quality is integrated throughout the development, implementation, and

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delivery of services, applications, and infrastructure. This holistic, total cost of ownership approach allows for higher levels of system availability, is more cost effective to maintain, and increases overall stability, maintainability, and reliability. Filled with

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practical insights, IT  
Release

Management: A  
Hands-on Guide

clearly illustrates the  
effective  
implementation of a  
release process in the  
real world. It  
examines the  
similarities and  
differences of release  
management and  
project management

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to clear up any confusion there might be about the two complementary processes. Shedding light on the day-to-day challenges that need to be overcome to ensure success, it details the how-to's of effective implementation—including what to implement, how to do it, and when to do it.

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This complete resource includes a detailed model for executing a release management process, as well as numerous templates, diagrams, and role and responsibility charts to help kick start implementation efforts in your organization. Addressing the all-

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aspects, it explains how to sell the benefits of release management to all levels of your organization, how to overcome objections, and how to determine organizational readiness.

Emphasizing the need to measure performance, it explains how to

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develop effective performance metrics and supplies many helpful examples of effective productivity measures. When it comes to implementation, what works in one organization doesn't necessarily work in another. This accessible guide provides you with the



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tools to build on your practical knowledge and effectively implement a release management practice custom tailored to your organization.

Note: This book is available in several languages: Russian, Chinese, English. The ability to organise and measure performance

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is a key part of the implementation of IT Service Management processes. This publication contains practical information on the provision of useful and meaningful metrics, as well as how best to use them within an organisation, including generic principles (such as

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(SMART and KISS),  
specific examples and  
templates for the use  
of each metric. All  
metrics discussed are  
directly related to  
process objectives, in  
order to help create a  
service-focused  
management system.  
This publication  
complements the ITIL,  
CobiT and ISO20000  
service management

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principles. If you need to develop metrics for an IT environment, buy this book or hire a consultant who has read it G. Kieliszek, Healthcare CIO (Amazon)"This is more than a book, it's a practical, useable "A to Z" of IT Service Management Metrics! Peter Brooks (Author) has given us all a

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crystal clear view of a neglected, blurred piece of the IT Service Management puzzle. As a Principal ITSM Consultant working for Foster-Melliar in South Africa I am continuously disappointed by the many ITSM books produced that generally regurgitate what is already known

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by many in the industry. 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

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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-Melliar  
"With all the focus on IT Governance and IT Business process

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management. It is easy to see why metric 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



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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"

"Looking for a comprehensive, in-

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depth exploration and explanation of what metrics to use in your ITSM journey? Then 'Metrics for IT Service Organizations' by Peter Brooks may be exactly what you're looking for. This (new) book not only covers what metrics need to be seriously considered, but explains the 'why' and

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'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. If you tend to agree that 'what gets measured gets done', then applying the ideas in Peter's book will assist you in getting the right things

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done." Ken Wendle  
(FISM) previous  
President of the itSMF  
USA, works as a  
Senior Solution  
Architect for Hewlett  
Packard's OpenView  
Software  
division Given that  
itSMF is the source,  
readers of this book  
will naturally expect a  
'best practices' view  
on metrics, and a

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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

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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)

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The Art of Service is the leader in publications, certification and training for IT Service Management help desk, support center, and service desk professionals. Support center analysts provide front line support and act as the primary contact

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for customers. For this reason, it is important that these help desk professionals provide the highest quality customer care with every interaction. This Support Center Analyst book focuses on strategies for effective customer care and problem resolution, as well as



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the fundamentals for help desk, support center, and customer support processes and tools, and an introduction to ITIL processes. "Covers every detail, including some missed in other books - This thorough book provides a clear roadmap to designing, implementing and operating a help desk.

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The author leaves no key process out and completely covers everything from initial concept to measuring support effectiveness and process improvement." This book delivers everything for Support staff who want to develop a knowledge and understanding of help desk and support

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center operations: \*

How to assess  
customer business  
needs and exceed  
customer

expectations \* Critical  
processes and  
procedures to resolve  
incidents quickly and  
consistently \*

Numerous Support  
Center Blueprints,  
templates and  
checklists \*

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Processes and  
procedures for  
Incident, Problem and  
Service Level  
Management

\* Ways  
to create win-win  
interactions with  
customers,  
management, and  
team members \* An  
awareness of ITIL  
processes Table of  
Contents:

Introduction, What Is

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Implementing Itil,  
Implementation Of  
Service Strategy,  
Implementing Service  
Design, Implementing  
Service Transition,  
Implementing Service  
Operation,  
Implementation Of  
Csi, Case Studies,  
The It Service  
Management Itil V3

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Service Strategy -  
The Practice Of  
Service Management,  
Service Design -  
Service Management  
As A Practice, Service  
Transition - Service  
Management As A  
Practice, Service  
Operation - Service  
Management As A  
Practice, Continual  
Service Improvement-

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Service Management  
As A Practice,  
Conclusion, Customer  
Service, Instant  
Feedback, Setting  
The Right Kpis,  
Customer Service -  
An Imperative,  
Golden Rule #1: Put  
The Customer First,  
Golden Rule #2: Stay  
Close To Your  
Customers, Golden  
Rule #3: Pay

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Attention To The Little  
Details, Conclusion,  
Five Rules Of  
Customer Care,  
Choosing The Right  
Customer Service  
Representatives,  
Significant Points,  
Nature Of The Work,  
Work Environment.,  
Training, Other  
Qualifications, And  
Advancement,  
Education And



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Training., Other  
Qualifications.,  
Advancement.,  
Employment, Job  
Outlook, Employment  
Change., Job  
Prospects.,  
Projections Data,  
Earnings, Related  
Occupations,  
Differentiating Your  
Organization Through  
Customer Focus, The  
Customer Focus

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Model, The Customer  
Focus Approach,  
Conclusion, Hiring  
The Best Customer  
Service  
Representatives, The  
Interview And  
Selection Process,  
Sample Customer  
Service Focused  
Interview Questions,  
Interviewing, Tips On  
Interviewing,  
Checking References,

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Recording A Profile  
Of Impressions,  
Recruiting, Assessing  
Your Recruitment And  
Selection Practices,  
Appendix Sample  
Customer Service  
Plan, Acme Customer  
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Background,  
Executive Order,  
Principles,  
Approach/scope, Our  
Customers,

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Standards, Process  
Attributes, Quality  
Attributes,  
Organization-wide  
Standards, Future  
Efforts, Incident  
Management  
Introduction  
Roadmap, Incident  
Management  
Presentation,  
Supporting  
Documents, Business  
Justification

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Document, Objectives  
And Goals, Policies  
Objectives And Goals,  
Incident Category  
Definition,  
Communication Plan,  
Incident Management  
Process Flow,  
Reports Kpi's And  
Metrics, Incident  
Ticket Template,  
Incident Management  
Process,  
Implementation And

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Project Plan,  
Introduction,  
Introduction To  
Service Desk,  
Introduction To  
Incident  
Management...AND  
MUCH MORE

The calculus of  
variations is a  
classical area of  
mathematical analysis  
yet its myriad

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applications in science and technology continue to keep it an active area of research. Encompassing two volumes, this set brings together leading experts who focus on critical point theory, differential equations, and the variational aspects of optimal control. The

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books cover  
monotonicity,  
nonlinear  
optimization, the  
impossible pilot wave,  
the Lavrentiev  
phenomenon, and  
elliptic problems.

This title is the sister  
book to the global  
best-seller Metrics for  
IT Service  
Management. Taking



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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,

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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

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shows the reader how to do achieve this Value objective by extending the ITIL Service Lifecycle approach to meet business requirements.

Engineering Information Security covers all aspects of information security using a systematic engineering approach

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and focuses on the viewpoint of how to control access to information. Includes a discussion about protecting storage of private keys, SCADA, Cloud, Sensor, and Ad Hoc networks  
Covers internal operations security processes of monitors, review exceptions, and plan

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remediation Over 15  
new sections

Instructor resources  
such as lecture slides,  
assignments, quizzes,  
and a set of questions  
organized as a final  
exam If you are an  
instructor and  
adopted this book for  
your course, please  
email [ieeeproposals@wiley.com](mailto:ieeeproposals@wiley.com) to get  
access to the

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additional instructor materials for this book.

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

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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

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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,



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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

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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

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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,

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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

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capacity plan

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