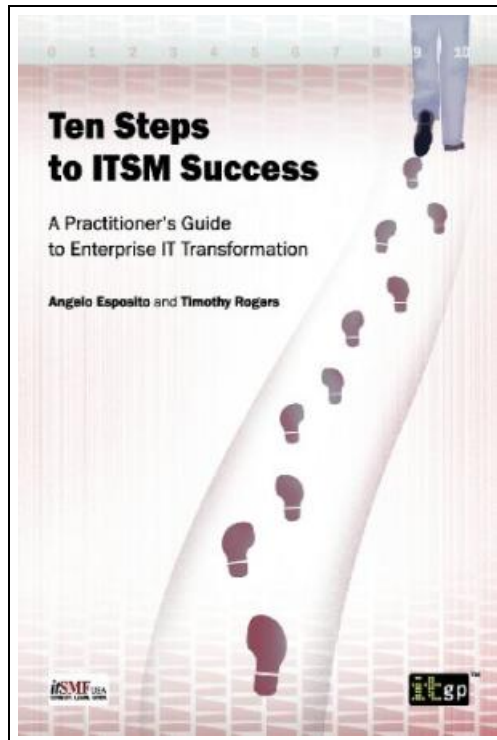


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TEN STEPS TO ITSM SUCCESS: A PRACTITIONER S GUIDE TO ENTERPRISE IT TRANSFORMATION (PAPERBACK)



IT Governance Publishing, United Kingdom, 2013. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****.You ve read the books, butA wealth of material has been written to describe the underlying mechanics of ITSM, but very little practical advice is available on how to implement ITSM best practices to achieve an organization s business objectives. The official ITIL(R) volumes explain what service management is, how the processes work and fit together, and why IT shops should adopt the practice, but they are notoriously vague on how to design and implement an ITSM model in a real organization. This challenge is best understood by those with experience of transforming ineffective and expensive IT, yet most ITSM guides are authored from a purely academic standpoint. From the classroom to the real world This book provides guidance on implementing ITSM Best Practices in an organization based on the authors real-world experiences. Advice is delivered through a Ten-Step approach, with each step building upon the successes of its predecessors. Subjects covered include - * Documenting objectives, identifying current and future demands, analyzing service financials. * High-level design, negotiating development priorities, creating an execution plan and roadmap, agreeing roles and responsibilities. * Detailed design, building, testing, deploying. * Monitoring and continual improvement. Each step includes summary lists of key questions to ask and specific actions to take, and a useful business case template is included as an appendix. A practical guide to ITSM Improvement As organizations seek to boost revenue, cut costs and increase efficiency, they increasingly look to IT as a strategic partner in achieving these objectives. Ten Steps to ITSM Success helps IT to prepare for this role by providing a detailed and practical guide to implementing ITSM best practices. It is aimed at ITSM practitioners and consultants, but...



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