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AXELOS : ITIL Service Transition (ITIL Lifecycle Suite) before purchasing it in order to gage whether or not it would be worth my time, and all praised ITIL Service Transition (ITIL Lifecycle Suite):

0 of 0 people found the following review helpful. got it at a greatBy EricNeed this for a while, got it at a great price1 of 1 people found the following review helpful. A must for the IT service practitionerBy HubertITIL is the de-facto industry standard for service management in Information Technology. Transitioning services from an in-sources model to a service provider requires carefull planning and execution. This is where this module of the methodology comes to its own and is encapsulated in the in this practise guide.A must-own for any IT service management team.1 of 1 people found the following review helpful. Four StarsBy Eddie L. Smootyes, but it focus more on the big picture, I needed more specifics on Asset Management

The ITIL Service Transition stage of the ITIL service management framework offers global best-practice guidance for IT professionals wishing to introduce new and changed services, ensuring that the value identified in the service

strategy is maintained and controlling risks to smooth operations. ITIL Service Transition describes best practices for managing service change, and helping departments and businesses to transition efficiently, from one state to another. The effect of change on operations, customers, users and the business are all considered in this critical stage of the ITIL lifecycle suite. This publication represents the combined experience and knowledge of practitioners from across the world. It contains the knowledge and skills needed for any IT, procurement, or quality assurance professional looking to develop expertise in the delivery of change. Key benefits include: Provides a step-by-step approach to IT service transition, including specifications, configuration, test, release, deployment and every step in between; Allows for innovation, whilst managing the complexity resulting from change, to prevent undesired consequences; Introduces the service knowledge management system, to enable people to learn from the knowledge and experience of others; Demonstrates how to deliver more accurate cost, time and resource estimations, improved cost effectiveness and transition success. Anyone considering ITIL professional accreditation should note that this is the only source from which the ITIL exam questions are taken.

ITIL Service Operation 'has removed some of the previous ambiguity, and improved consistency, especially around roles and responsibilities, particularly technical management, IT operations and applications management. Chris Pierce, Metropolitan Police Service --Best Management PracticeThe inclusion of proactive problem management and additional analysis techniques[in ITIL Service Operation are of great value. Horacio Gutierrez, PSS Mexico --Best Management PracticeMost of the inconsistencies made in the first edition are removed during the update of the ITIL V3 core books. This is a great improvement...' Frank Eggert, MATERNA GmbH --Best Management PracticeThe inclusion of proactive problem management and additional analysis techniques[in ITIL Service Operation are of great value. Horacio Gutierrez, PSS Mexico --Best Management PracticeMost of the inconsistencies made in the first edition are removed during the update of the ITIL V3 core books. This is a great improvement...' Frank Eggert, MATERNA GmbH --Best Management PracticeAbout the AuthorSummary of Updates from the Author The structure, content and relationships of the configuration management system (CMS) and service knowledge management system (SKMS) have been clarified to help the reader to understand these key concepts There is new content explaining how a change proposal should be used. The evaluation process has been renamed change evaluation and the purpose and scope have been modified to help clarify when and how this process should be used. The service asset and configuration management process has additional content relating to asset management, and there are improvements in the flow and integration of a number of processes, including change management, release and deployment management, and change evaluation.