



## Service management for dummies /

Bloor, Robin  
Kaufman, Marcia

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Monografía

A plain-English guide to managing IT from the customer's perspective Practical guidance on delivering and managing IT so that it meets the multiple needs and demands of a company and its customers and end-users-both inside and outside the organization-is hard to come by; this accessible book takes a common-sense approach that explains exactly what IT services are and how to fit them most effectively into a businessTopics include setting a framework, keeping costs down, improving efficiency, and maintaining standards and best practicesThis concept of how IT should be wi

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**Título:** Service management for dummies Judith Hurwitz, Robin Bloor, Marcia Kaufman

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**Mención de serie:** For Dummies

**Nota general:** Description based upon print version of record

**Contenido:** Service Management for Dummies; About the Authors; Dedication; Authors' Acknowledgments; Contents at a Glance; Table of Contents; Introduction; About This Book; Foolish Assumptions; How This Book Is Organized; Part I: Introducing Service Management; Part II: Getting the Foundation in Place; Part III: Service Management Technical Foundation; Part IV: Nitty-Gritty Service Management; Part V: Real Life with Service Management; Part VI: The Part of Tens; Icons Used in This Book; Where to Go from Here; Part I: Introducing Service Management; Chapter 1: Understanding Service Management Knowing That Everything Is a ServiceLooking at How the Digital World Has Turned Everything Upside Down; Implementing Service Management; Managing Services Effectively; Chapter 2: Getting Inside Service Management; Building a Foundation for Service Management; Seeing the Importance of Oversight; Balancing the Physical World and IT Systems; Chapter 3: The Customer Is King; Understanding Customers' Expectations; Looking at a Service from the Outside; Understanding Service Management; Dealing with the Commercial Reality; Gaining Control of Services and Service Components Part II: Getting the Foundation in PlaceChapter 4: Service Management Standards and Best Practices; Understanding What Best Practices and Standards Can Do for You; Using Standards and Best

Practices to Improve Quality; Finding Standards; Getting Certified; Chapter 5: Implementing ITIL; ITIL V3: A Useful Blueprint for Enterprise Service Management; Practical Considerations in Implementing ITIL; How ITIL Integrates with Other Best-Practices Frameworks; Chapter 6: Implementing a Service Management Strategy; Seeing What Service Management Can Do for Your Organization Starting with the Service Strategy; Creating a Service Management Plan; Defining a Service Management Plan; Understanding Service Management and Governance; Automating Service; Planning Service Strategy and Service Management; Finding Out How Your Organization Measures Up; Seeing What Service Management Will Look Like in Your Organization; Getting to the Desired End State; Chapter 7: Launching into Service Management; Four Key Elements to Consider; Don't Forget to Measure, Monitor, and Optimize; Part III: Service Management Technical Foundation; Chapter 8: The Service Management Universe Viewing Service Management in a Business Model Understanding the Six Layers of Service Management; Determining the Value of Service Management; Chapter 9: The Technical Foundation of Service Management; Understanding the Relationships in Systems; Working with a Configuration Management Database; Federating the CMDB; Chapter 10: Governing the Service Universe; Understanding the Roles of IT Governance; Balancing IT and Business Requirements; Measuring and Monitoring Performance; Making Governance Work; Developing Best Practices; Part IV: Nitty-Gritty Service Management Chapter 11: Managing the Data Center

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**Autores:** Bloor, Robin Kaufman, Marcia

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## Baratz Innovación Documental

- Gran Vía, 59 28013 Madrid
- (+34) 91 456 03 60
- [informa@baratz.es](mailto:informa@baratz.es)