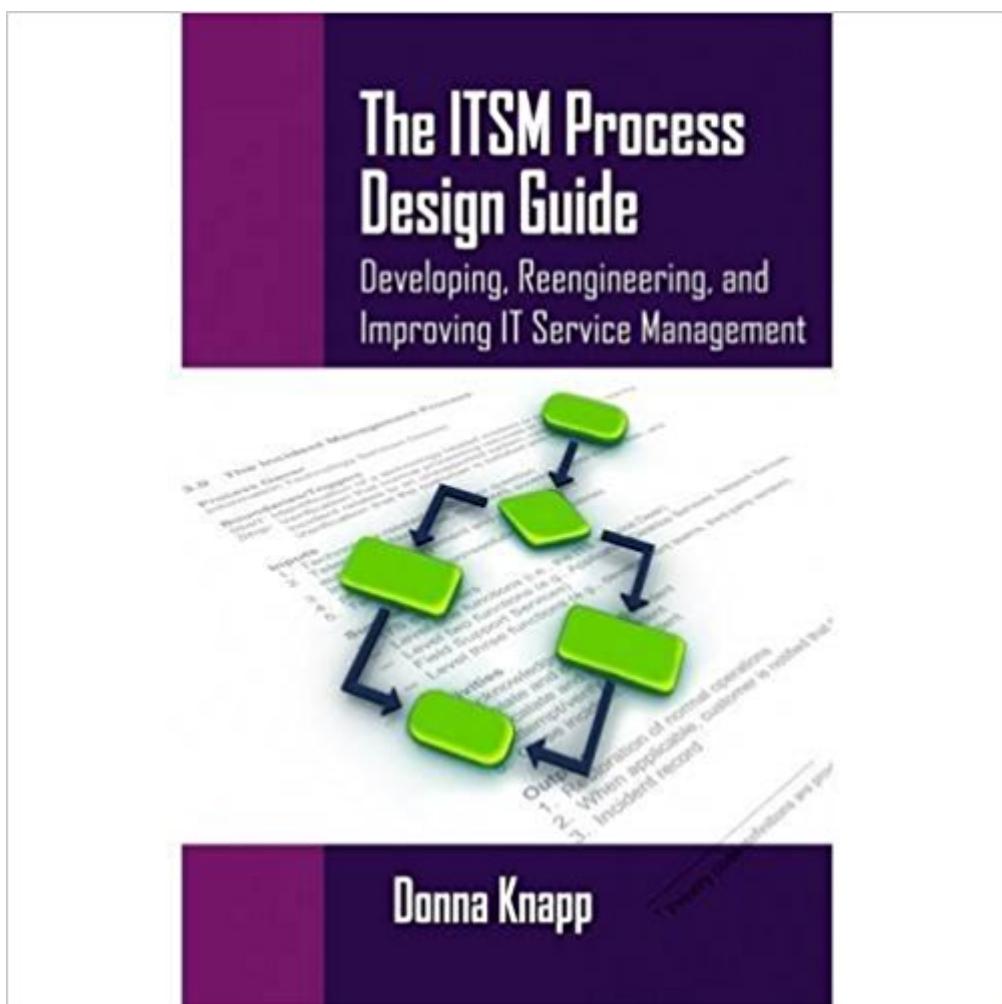


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# The ITSM Process Design Guide: Developing, Reengineering, And Improving IT Service Management



## Synopsis

The Definitive Source for Certified Process Design Engineers IT organizations increasingly recognize the need to design, redesign or reengineer, and improve their internal IT service management (ITSM) processes. While popular frameworks such as the IT Infrastructure Library (ITIL), Control Objectives for IT (COBIT), Microsoft Operations Framework (MOF), and the ISO/IEC 20000 standard describe what to do, they do not describe the mechanics of how to do it. The ITSM Process Design Guide closes the knowledge gap by providing detailed guidance on assessing, designing, measuring, and integrating ITSM processes. The advice and techniques in this book apply unilaterally to every IT service provider and ITSM framework, standard, and maturity model.

**Key Features**

- Details and deconstructs ITSM process components, models, and deliverables
- Includes strategies for gathering and analyzing process requirements to aid in analyzing and improving processes
- Shows how to engage process stakeholders and incorporate ITSM best practices into your organization
- Contains a methodology for developing meaningful metrics for your organization and ways to convert data into usable, actionable information
- WAV offers downloadable templates, plans, and checklists such as a sample process definition document, document control sheet, high-level implementation plan, key performance indicator checklist, and communication and training plans
- available from the Web Added Value Download Resource Center at [jrosspub.com](http://jrosspub.com)

## Book Information

Paperback: 256 pages

Publisher: J. Ross Publishing, Inc. (August 10, 2010)

Language: English

ISBN-10: 1604270497

ISBN-13: 978-1604270495

Product Dimensions: 6 x 0.6 x 8.9 inches

Shipping Weight: 14.4 ounces (View shipping rates and policies)

Average Customer Review: 5.0 out of 5 starsÂ  See all reviewsÂ (3 customer reviews)

Best Sellers Rank: #1,545,764 in Books (See Top 100 in Books) #8 inÂ Books > Computers & Technology > Programming > Software Design, Testing & Engineering > Reengineering #1467 inÂ Books > Business & Money > Management & Leadership > Project Management > Business #1561 inÂ Books > Business & Money > Management & Leadership > Production & Operations

## Customer Reviews

I got this book to expand my process knowledge and yep it has. I am currently looking for a class to become a CPDE. Very Good resource.

Excellent book which summarizes the ITSM Process and Design. Highly recommend for ITSM professionals.

Excellent reference for process improvement projects and initiatives in the real world.

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