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Nota di contenuto	FOREWORD; PREFACE; ABOUT THE AUTHOR; ACKNOWLEDGEMENTS; CONTENTS; INTRODUCTION; CHAPTER 1: INTRODUCTION TO ISO/IEC 20000; What are the benefits of implementing and certifying according to ISO/IEC 20000?; CHAPTER 2: SERVICE QUALITY AND ISO/IEC 20000; What is quality?; CHAPTER 3: THE ISO/IEC 20000 FAMILY AND EMERGING RELATED STANDARDS; ISO/IEC 20000-1:2011; ISO/IEC 20000-2:2012; ISO/IEC 20000-3:2012; ISO/IEC TR 20000-4:2010; ISO/IEC TR 20000-5:2010; ISO/IEC 20000-7; ISO/IEC 20000-10; ISO/IEC 20000-11; ISO/IEC 15504-8:2010; ISO/IEC 90006; ISO/IEC 27013; ISO/IEC 19770 CHAPTER 4: FRAMEWORKS AND MANAGEMENT SYSTEM INTEGRATION ISO9000; ISO14000; ISO/IEC 27000; ITIL; COBIT®; Six Sigma®; CMMI® for Services; CHAPTER 5: REQUIREMENTS FOR A SERVICE MANAGEMENT SYSTEM; Management responsibility; Governance of processes operated by other parties; Documentation management; Resource management; CHAPTER 6: SCOPE DEFINITION; ISO/IEC TR 20000-3:2012; CHAPTER 7: GAP ANALYSIS; CHAPTER 8: PLANNING AND IMPLEMENTING SERVICE MANAGEMENT; Plan; Do; Check;

Act; CHAPTER 9: DESIGN AND TRANSITION OF NEW OR CHANGED SERVICES; Plan new or changed services
Design and development of new or changed services
Transition of new or changed services; CHAPTER 10: SERVICE DELIVERY PROCESSES; Service level management; Service reporting; Service continuity and availability management; Service continuity plan and test; Budgeting and accounting for IT services; Capacity management; Information security management; CHAPTER 11: RELATIONSHIP PROCESSES; Business relationship management; Supplier management; CHAPTER 12: RESOLUTION PROCESSES; Incident and service request management; Problem management; CHAPTER 13: CONTROL PROCESSES; Configuration management
Change management
Release management; CHAPTER 14: PREPARING FOR THE AUDIT; APPENDIX A: BIBLIOGRAPHY; ITG RESOURCES

Sommario/riassunto

Potential customers will look for suppliers with ISO/IEC 20000 certification, seeking the reassurance it provides. This book will guide you through implementation and certification. Your streamlined management processes will enable you to offer first-class customer service at competitive prices. The impact on your profit margins is clear!
