



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

Donna Knapp

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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

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