



Measuring ITIL: Measuring, Reporting and Modeling - the IT Service Management Metrics That Matter Most to IT Senior Executives

Randy A. Steinberg

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THIS BOOK IS NOW OUT OF PRINT - A NEW AND UPDATED VERSION - MEASURING ITSM - IS NOW AVAILABLE (ISBN: 978-1-4907-1945-0)

How do you measure and report your ITIL processes? Which ITIL metrics matter the most to Senior Executives?

Finally, there is a book that shows you how! This is not a theoretical treatise, but a practical guide that shows you the operational metrics to use and how these can be calculated into Key Performance Indicators (KPIs) and Critical Success factors (CSFs) that resonate with Senior Management. In this book you will learn about:

Defining and building a comprehensive ITIL metrics program; Which metrics are the most important and how to calculate them; Dealing with staff resistance to a metrics program; Tips and suggestions for what to do if inadequate tools and reporting exist; Suggested work plan for how to build your metrics program step-by-step.

In addition, this book contains a helpful CD with a helpful IT Service Management modeling tool that covers all 10 ITIL processes. Simply enter your key operational metrics and the KPIs and CSFs get automatically calculated!

This is a comprehensive guide for building any ITIL metrics program with all the information you need in one place.

"Finally, someone tackled the mystery of ITIL metrics and put it all in one place!"

"No theory here...this gives us the real metrics we can easily go after..."

"A fantastic addition to our ITIL reference library and our IT Service Management solution set!"

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Teresa Propst:

A lot of people always spent their free time to vacation or perhaps go to the outside with them loved ones or their friend. Do you know? Many a lot of people spent that they free time just watching TV, or maybe playing video games all day long. If you would like try to find a new activity that's look different you can read any book. It is really fun in your case. If you enjoy the book which you read you can spent the entire day to reading a guide. The book Measuring ITIL: Measuring, Reporting and Modeling - the IT Service Management Metrics That Matter Most to IT Senior Executives it doesn't matter what good to read. There are a lot of folks that recommended this book. These were enjoying reading this book. If you did not have enough space to deliver this book you can buy the actual e-book. You can m0ore effortlessly to read this book out of your smart phone. The price is not too costly but this book possesses high quality.

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