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Put together by The Art of Service's industry experts and providing ready to use documents, this valuable lift takes the reader beyond the theoretical to focus on the real benefits and deliverables of Charging and how to apply them successfully within an organization.

This innovative set of documents and ready-to-use templates will provide you with a head start for both learning and applying of a Changing approach that meets boday's standards. It is taken if for professionals who don't have the time or resources at hand to develop the required template and stricture for implementation.

1.Fie: 02 Data Warehouse Development Process.doc - Summary: One simple way of identifying what data objects are of most concern in your organization is to identify the subject of any existing or potential lists in the organization, such as a client list, a supplier list, an employee list, ext. Worksouth 4712

2. Fie: Charging Policies.doc - Summary. IT needs to work with the business to help it reduce its cost of IT and be capable of adapting to any changes in IT usage which the business may make as a result of charging. Wordcount: 1063

3. Fier: Service-Based SLA.doc - Summary: The service based SLA is usually preferred by IT as it allows a single document to cover a single-service for all end users of that service. Wordcount: 1108

4. Fig. Data Warehousing_Product Information.docx - Summany: The Art of Service has designed this bookt to introduce Data Warehousing and Analysic concepts, and provide you with the book to successfully create a workable Data Warehousing and Analysis culture in your organization. Worknown £59

5.File: 978 148478783_tdpdf - Summary, As you may well already be aware, a number of high-profile experts (rickaling floore who work in or alreageds some very well-known companies like Microsoft, Agpie, Google, etg) are anticipating an industry-wide shift toward cloud computing at some very near point in the future, meaning, cloud technologies might replace the traditional IT model entirely. Wordcount. 44407

6.Fie: 05 Dusiness Justification Template.doc - Summary: The process of establishing and monitoring performance levels means that when IT and business people discuss IT related issuess they are in fact talking about the same thing (and not , as often happens, , talking at odds with each other. Vinoriscent: 1804.

7.Fie: 07 Service Level Requirements Template.doc - Summary. The SLR document does not have to be in a lengthy written format and in fact it is more likely to be adopted if it is kept concise, with only salent details) Wordcount: 1155

8. Fie: 10 Service Agreements doc - Summary: Dealing with individual services has the greatest level for flexibility in managing service levels, but creating individual sperements for each service provision has the potential to create conficting obligations with customers who have multiple services, or a service which is provided to multiple carrions, or a service which is provided to multiple carrions, or a service which is provided to multiple carrions, or a service which is provided to multiple carrions, or a service which is provided to multiple carrions, or a service which is provided to multiple carrions, or a service which is provided to multiple carrions, or a service which is provided to multiple carrions.

9.Fie: 11 Service-Based SLA Template Example doc - Summary: It is the process by which the service provider and customer will define and agree on the scope and outcomes of a service, as well as review the performance of the service against agreed targets. Wordcount: 2079

10. Fig. 12 Customer-Based SLA Temphate Example doc - Summary: This document serves as a GUIDE FOR THE CREATION OF AN AGREEMENT BETWEEN THE SERVICE LEVEL MANAGEMENT PROCESS OWNER AND THE CUSTOMER OF IT SERVICES (Covering all the Tis evices they use). Worksouts 2058 to

11.File: 08 Charging Policies.doc - Summary: The purpose of this document is to provide the <> with background information and oresidentitors related to a charging policy with the intent of developing an effective policy within the service environment. Worksount: 1754.

22 Fier. C2 Implementation. Phus. Project Plandor - Summany Ulmahely, we do want the new process to become the way things are done round here, so it may seen be best not to set specific bursch dates, as this will set the expectation that from the given date at lassee relating to the process will disappear (not a realistic expectation). Wordcount: 1926

13 Fig: 04 Service Deak Implementation Plan 8 Project Plandoc - Summary: Ultimately, we do want the new Service Deak to bocome the way things are done assume heles, so it may even be best not to set specific bush disless as the will set the expectation that from the glien date all reuser entering to the Service Deak will discipatory into a restrict expectation. Workshore: 2170 Wo

14 Fig. 02 Business Justification Template.docx - Summary: The process of establishing and monitoring performance levels means that when IT and business people discuss IT related issues they are in fact taking about the same thing (and not as othen happens, taking at odds with each short Violocount 183).

15. Fiz: 13 Business Justification Template.doc - Summary: The purpose of this document is to provide the co-with a structure for gathering pertinent information regarding IT Service Monitoring and Control Wordcount: 1851

16 File: AVMC6E200 Implementation Plan_Project Plan.doc - Summany: Utimately we do want the new process to become the way things are done around here, so if may even be bed not los set specific bunch dates, as the will set the expectation that from the given date all tower relating to the process will disappear (not a realize expectation). Workdown: 1897

17-Fix: CONMICTEXOD Implementation Plan_Project Plandor - Summary As important point to remember is that if this process is to be implemented at the same time as other processes that it is crucial that both implementation plans and importantly limiting of work is complementary. Workcount 2002.

19. File: FINM500 FilMs() Process Manager doc - Summary: Reviews on a <> basis the fees, reyables, rents, and other charges imposed by <> br the services and filings of value that I provide and makes recommendations on revising those charges to reflect the costs incurred in providing flower entrees and things of value. Vendount 513 in

20 File: FIN9700 Reports KPI's other metrics.doc - Summary: This document serves as a GUIDE ON SUITABLE KEY PERFORMANCE INDICATORS (KPIs) and REPORTS FOR MANAGEMENT for the Financial Management process. Wordcount: 796

21.File: FIN9800 Financial Management Powerpoint.ppt - Summary; the accurate calculation of costs depends on optimalorganisation and correct information from other TTL processes, but also from non IT-services (e.g. facilities management) Wordcount 939

22 Fig. Fi98000 Business Justification document doc - Summary, The ability to cope him more changes at the business level will be directly impacted by how well IT Departments can reduce the amount of time in loss of service due to ted Financial Management planning. Workshours 970

23.Fier: Servicedocument IPAD.EN 0107.pdf - Summary: The Practitioner Agree and Define is intended for professionals who will participate in managing, organizing and optimizing the operations of the Agree and Define processes in an IT Service Organization which has implemented, or started to implement. IIII, based Agree and Define processes, Verdocated 4709 or

24 Fer. Trackdescription Practicioner (PAD, EN 1017 pdf - Summary, The Agree and Define track (PAD) is intended for professionals who will participate in managing, organizing and optimizing the operations of the Agree and Define processes in an IT Service Organization which has implemented or stated by implement IT Service Management Agree and Define processes (windows the Text Service Management Agree and Define processes (windows the Text Service Management Agree and Define processes (windows the Text Service Management Agree and Define processes (windows the Text Service Management Agree and Define processes (windows the Text Service Management Agree and Define processes (windows the Text Service Management Agree and Define processes (windows the Text Service Management Agree and Define processes (windows the Text Service Management Agree and Define processes in an IT Service Organization which has implemented or the Text Service Management (windows the Text Service Management Agree and Define processes in an IT Service Organization which has implemented or the Text Service Management (with the Text Service Management Agree and Define processes (with the Text Service Management Agree and Define processes (with the Text Service Management Agree and Define processes (with the Text Service Management Agree and Define processes (with the Text Service Management Agree and Define processes (with the Text Service Management Agree and Define processes (with the Text Service Management Agree and Define processes (with the Text Service Management Agree and Define processes (with the Text Service Management Agree and Define processes (with the Text Service Management Agree and Define processes (with the Text Service Management Agree and Define processes (with the Text Service Management Agree and Define processes (with the Text Service Management Agree and Define processes (with the Text Service Management Agree and Define processes (with the Text Service Management Agree and Define processes (with the Text Service Man

25 File: VB IPAD EN 0107 pdf - Summary: A change the service hours in the SLAs by 3 hours as this is a new business requirement B, initiate a Service improvement Program (SIP) to meet the new business requirements C, review the Operational Level Agreements (OLAe) and Underphinics (Onchied) (COM Worksouth: 15750

28 Fer. Service Strategy Feet Sheetdoc - Summary: An example may be a service whose fulfilment elements include a mainframe system and Frame Reby rethror's that all supports business critical processes where the strategic direction of the originatation is to refer the mainframe platform and sources an IMPL collection of the originatation is to refer the mainframe platform and sources an IMPL collection plate of the originatation is to refer the mainframe platform and sources an IMPL collection plate of the originatation is to refer the mainframe platform and sources an IMPL collection plate or the originatation is to refer the mainframe platform and sources an IMPL collection.

29 Fie: CSI Introduction Presentation.ppt - Summary Identify and implement includual activities to improve IT service quality and improve the efficiency and effectiveness of enabling ITSM processes Wordcount: 779

30 Fie: capacity v4.doc - Summary. This is performed by staff with knowledge of all the areas of technology used in the delivery of end-to-end service, and often involves seeking advice from the specialists involved in Resource Capacity Management. Workcount: 678

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The kit serves to act as a starting point. It will give you a clear path to travel. It is designed to be a valuable source of information and

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The Complete Charging Toolkit Includes the following 30 resources:

- 1.File: 02 Data Warehouse Development Process.doc Summary: One simple way of identifying what data objects are of most concern in your organization is to identify the subject of any existing or potential lists in the organization, such as a client list, a supplier list, an employee list, etc. Wordcount: 4712
- 2.File: Charging Policies.doc Summary: IT needs to work with the business to help it reduce its cost of IT and be capable of adapting to any changes in IT usage which the business may make as a result of charging. Wordcount: 1063
- 3.File: Service-Based SLA.doc Summary: The service based SLA is usually preferred by IT as it allows a single document to cover a single service for all end users of that service.

Wordcount: 1108

- 4.File: Data Warehousing_Product Information.docx Summary: The Art of Service has designed this toolkit to introduce Data Warehousing and Analysis concepts, and provide you with the tools to successfully create a workable Data Warehousing and Analysis culture in your organization. Wordcount: 869
- 5.File: 9781486476763_txt.pdf Summary: As you may well already be aware, a number of high-profile experts (including those who work in or alongside some very well-known companies like Microsoft, Apple, Google, etc) are anticipating an industry-wide shift toward cloud computing at some very near point in the future; meaning, cloud technologies might replace the traditional IT model entirely. Wordcount: 46407
- 6.File: 05 Business Justification Template.doc Summary: The process of establishing and monitoring performance levels means that when IT and business people discuss IT related issues they are in fact talking about the same thing (and not as often happens at odds with each other. Wordcount: 1804
- 7.File: 07 Service Level Requirements Template.doc Summary: The SLR document does not have to be in a lengthy written format and in fact it is more likely to be adopted if it is kept concise, with only salient details) Wordcount: 1155
- 8.File: 10 Service Agreements.doc Summary: Dealing with individual services has the greatest level for flexibility in managing service levels, but creating individual agreements for each service provision has the potential to create conflicting obligations with customers who have multiple services, or a service which is provided to multiple customers. Wordcount: 2309
- 9.File: 11 Service-Based SLA Template Example.doc Summary: It is the process by which the service provider and customer will define and agree on the scope and outcomes of a service, as well as review the performance of the service against agreed targets. Wordcount: 2079
- 10.File: 12 Customer-Based SLA Template Example.doc Summary: This document serves as a GUIDE FOR THE CREATION OF AN

- AGREEMENT BETWEEN THE SERVICE LEVEL MANAGEMENT PROCESS OWNER AND THE CUSTOMER OF IT SERVICES (Covering all the IT Services they use). Wordcount: 2068
- 11. File: 08 Charging Policies.doc Summary: The purpose of this document is to provide the <> with background information and considerations related to a charging policy with the intent of developing an effective policy within the service environment. Wordcount: 1754
- 12.File: 02 Implementation Plan_Project Plan.doc Summary: Ultimately, we do want the new process to become the way things are done around here, so it may even be best not to set specific launch dates, as this will set the expectation that from the given date all issues relating to the process will disappear (not a realistic expectation). Wordcount: 1926
- 13.File: 04 Service Desk-Implementation Plan & Project Plan.doc Summary: Ultimately, we do want the new Service Desk to become the way things are done around here, so it may even be best not to set specific launch dates as this will set the expectation that from the given date all issues relating to the Service Desk will disappear (not a realistic expectation). Wordcount: 2170
- 14.File: 02 Business Justification Template.docx Summary: The process of establishing and monitoring performance levels means that when IT and business people discuss IT related issues they are in fact talking about the same thing (and not@as often happens@talking at odds with each other. Wordcount: 1831
- 15.File: 13 Business Justification Template.doc Summary: The purpose of this document is to provide the <> with a structure for gathering pertinent information regarding IT Service Monitoring and Control. Wordcount: 1851
- 16.File: AVMG5200 Implementation Plan_Project Plan.doc Summary: Ultimately we do want the new process to become the way things are done around here, so it may even be best not to set specific launch dates, as this will set the expectation that from the given date all issues relating to the process will disappear (not a realistic expectation). Wordcount: 1867

- 17.File: CONMGT3200 Implementation Plan_Project Plan.doc Summary: An important point to remember is that if this process is to be implemented at the same time as other processes that it is crucial that both implementation plans and importantly timing of work is complementary. Wordcount: 2202
- 18.File: FIN9500 Objectives and Goals.doc Summary: If the customer is aware of the impact of the cost of extensive usage of a service, the customer is better positioned to apply constraints based on business rules to only use the resources necessary to sustain the business. Wordcount: 459
- 19.File: FIN9600 FinMgt Process Manager.doc Summary: Reviews on a <> basis the fees, royalties, rents, and other charges imposed by <> for the services and things of value that it provides and makes recommendations on revising those charges to reflect the costs incurred in providing those services and things of value. Wordcount: 513
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- 21.File: FIN9800 Financial Management Powerpoint.ppt Summary: the accurate calculation of costs depends on optimal organisation and correct information from other ITIL processes, but also from non IT-services (e.g. facilities management) Wordcount: 939
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24.File: Trackdescription Practitioner IPAD.EN 0107.pdf — Summary: The Agree and Define track (IPAD) is intended for professionals who will participate in managing, organizing and optimizing the operations of the Agree and Define processes in an IT Service Organization which has implemented, or started to implement, IT Service Management Agree and Define processes. Wordcount: 4128

25.File: VB IPAD EN 0107.pdf — Summary: A. change the service hours in the SLAs by 3 hours as this is a new business requirement B. initiate a Service Improvement Program (SIP) to meet the new business requirements C. review the Operational Level Agreements (OLAs) and Underpinning Contracts (UCs) Wordcount: 15750

26.File: Service Design Fact Sheet.doc — Summary: The Objective for ITSCM is to support the overall Business Continuity Management process by ensuring that the required IT technical and services facilities (including computer systems, networks, applications, telecommunications, technical support and Service Desk) can be recovered within required, and agreed, business timescales. Wordcount: 4113

27.File: Service Operation Processes Fact Sheet.doc — Summary: As soon as the diagnosis is complete, and particularly where a workaround has been found (even though it may not be a permanent resolution), a Known Error Record must be raised and placed in the KEDB \$\epsilon\$ so if further incidents or problems arise, they can be identified and the service restored more quickly. Wordcount: 3946

28.File: Service Strategy Fact Sheet.doc — Summary: An example may be a service whose fulfillment elements include a mainframe system and Frame Relay network that still supports business critical processes where the strategic direction of the organization is to retire the mainframe platform and source an MPLS (multi protocol label switching) WAN. Wordcount: 2059

29. File: CSI Introduction Presentation.ppt — Summary: Identify and implement individual activities to improve IT service

quality and improve the efficiency and effectiveness of enabling ITSM processes Wordcount: 779

30.File: capacity v4.doc — Summary: This is performed by staff with knowledge of all the areas of technology used in the delivery of end-to-end service, and often involves seeking advice from the specialists involved in Resource Capacity Management. Wordcount: 678

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The Charging toolkit:

- 1. Contains 30 ready to use documents covering the Preparing, Planning, Designing, Implementing, Operating and Optimizing of Charging
- 2. Is scalable to any size and type of project or organization
- 3. Provides blueprints, templates and documents ready to download and apply
- 4. Saves you time and budget

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