

Charging Toolkit Free

The Charging Toolkit

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This toolkit provides a wide variety of resources to boost your understanding and ability to implement Charging in your organization with 30 ready-to-use resources.

This toolkit is designed to provide a guiding hand to assist you in improving your knowledge and understanding of Charging by offering easy to use templates, blueprints, and documents that can be adapted to your organization's requirements.

Buy with confidence, the Charging Toolkit has a 100% Satisfaction Guarantee & Free Returns.

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Put together by The Art of Service's industry experts and providing ready to use documents, this valuable kit 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 Charging approach that meets today's standards. It is tailor-fit for professionals who don't have the time or resources at hand to develop the required templates and structure for implementation.

The Complete Charging Toolkit includes the following 30 resources:

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- 3.Fic: 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.Fic: Data Warehousing_Product Information.doc - 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.Fic: 5781486476762_topol - 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.Fic: 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, talking at odds with each other. Wordcount: 1824
- 7.Fic: 07 Service Level Requirements Template.doc - Summary: The SLR document does not have to be 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.Fic: 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.Fic: 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.Fic: 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.Fic: 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.Fic: 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: 1626
- 13.Fic: 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.Fic: 02 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, talking at odds with each other. Wordcount: 1831
- 15.Fic: 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.Fic: AVMS200 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.Fic: CONVMGT300 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.Fic: FIM6500 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: 458
- 19.Fic: FIM6600 Facility Process Manager.doc - Summary: Review 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
- 20.Fic: FIM700 Reports KPIs 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.Fic: FIM800 Financial Management Powerpoint.ppt - Summary: The accurate calculation of costs depends on optimization and correct information from other ITIL processes, but also from non IT services (e.g. facilities management). Wordcount: 939
- 22.Fic: FIM9900 Business Justification document.doc - Summary: The ability to cope with 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 bad Financial Management planning. Wordcount: 970
- 23.Fic: Serviceoperation 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, ITIL, based Agree and Define processes. Wordcount: 4799
- 24.Fic: Trackedescription 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.Fic: VD IPAD EN 0107.pdf - Summary: A. change the service hours in the SLA 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.Fic: 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.Fic: 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, so if further incidents or problems arise, they can be identified and the service restored more quickly. Wordcount: 3946
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The kit is designed for those who need or are looking for awareness or skills, but simply don't have time to develop the necessary templates and structure for the implementation.

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