

Service Package Toolkit Howto

Language: English

Show prices in: Euro

The Service Package Toolkit

Unit Price:	EUR 72.30
Total:	EUR 72.30 <small>plus 19% sales tax/VAT to EUR 72.30, EUR 13.74</small> EUR 86.04
Delivery:	Download
File Size:	Full version: 12.5 MB
Download Time:	Full version <ul style="list-style-type: none"> 56k: ~29 min. DSL/Cable (18/18Mbps): ~2' <1' <1' min.

[Buy now!](#)

This toolkit provides a wide variety of resources to boost your understanding and ability to manage Service Package in your organization with 22 ready-to-use resources.

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

Buy with confidence, the Service Package toolkit has a 100% Satisfaction Guarantee & Free Returns.

List Price \$134.0 Get it now for just \$73.7! Save \$60.3 (45%)

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 Service Package 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 Service Package 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 or management.

The Complete Service Package Toolkit includes the following 22 resources:

1. File: 9781489476763_h4.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
2. File: 06 Service Management Portfolios.doc - Summary: The business effectiveness of a service provider is largely dependent on the organization's ability to obtain and managing information on a variety of subjects which can be used in marketing services, identify new service requirements, and improvements to services. Wordcount: 2042
3. File: 08 Service Definition.doc - Summary: They may find that their strength is in supporting a specific customer asset type, such as processes or financial assets; or they have greater competency in supporting all customer assets through a reporting service. Wordcount: 2654
4. File: The Evolving Service Catalog.docx - Summary: While we have presented real world commercial examples of wholesaler catalogs, there's no reason that the same model cannot be used at the enterprise level or incorporated as a hybrid solution, ensuring that business applications customized for the enterprise can be identified and launched from an application warehouse, on any compatible device. Wordcount: 3311
5. File: Service Operation Functions Fact Sheet.txt - Summary: As the custodian of technical knowledge and expertise related to managing the IT Infrastructure, the Technical Management function provides detailed technical skills and resources needed to support the ongoing operation of the IT infrastructure. Wordcount: 2478
6. File: Service Operation Processes Fact Sheet.txt - 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: 4768
7. File: Use of the Service Portfolio.txt - Summary: Phasing out of services is part of Service Transition to ensure that all commitments made to customers are duly fulfilled and service assets are released from contracts. Wordcount: 1144
8. File: Service Strategy Introduction Presentation.ppt - Summary: Design, develop and implement service management as a strategic asset and assisting growth of the organization. Wordcount: 415
9. File: CMDB Roles and Responsibilities.doc - Summary: Uses or provides the asset and CMS to facilitate impact assessment for RFCs and to ensure that implemented changes are as authorized, creates change records, configuration baselines, and package release records in order to specify the effect on CIs of an authorized change; ensures any changes to change authorization records are themselves subject to Change Management procedures; ensures that the asset and CMS is updated when a change is implemented. Wordcount: 1733
10. File: Presentation 5 - Business Relationship Management.ppt - Summary: of LOS and SLP to fulfil the needs of the Customer Portfolio. Wordcount: 666
11. File: McKinsey Report.pdf - Summary: Data have become a torrent flowing into every area of the global economy. Companies churn out a burgeoning volume of transactional data, capturing trillions of bytes of information about their customers, suppliers, and operations; millions of networked sensors are being embedded in the physical world in devices such as mobile phones, smart energy meters, automobiles, and industrial machines that sense, create, and communicate data. In the age of the Internet of Things, indeed, as companies and organizations go about their business and interact with individuals, they are generating a tremendous amount of digital "exhaust data," i.e., data that. Wordcount: 70206
12. File: 01 Business Justification document.doc - Summary: When an architecture is created, it must consider all aspects of its construction and impact to the enterprise, resulting in a documented specification of what the architecture is, what it does, its components (building blocks), and how the architecture can be used to fulfil enterprise objectives. Wordcount: 1271
13. File: Service_Design_Capability_Assessment_Questionnaire.doc - Summary: While the focal point of Capacity Management is to ensure adequate performance and capacity of IT services are being developed and already delivered, there are many supporting elements including IT components, product and software licenses, physical sites, human resources and third party products that will all need to be managed appropriately for the goal to be achieved. Wordcount: 8816
14. File: Service_Strategy_Capability_Assessment_Questionnaire.doc - Summary: The assessment is based on the generic capability levels defined by the Capability Maturity Model Integrated (CMMI) framework, which recognizes that there are a number of characteristics which need to be in place for effective process management. Wordcount: 4213
15. File: Service Strategy Lifecycle Stage Introduction Presentation.ppt - Summary: When applied correctly, the automation of service processes helps improve the quality of service, reduce costs and risks by reducing complexity, uncertainty, and by efficiently resolving trade-offs. Wordcount: 435
16. File: Viewpoints to Creating a Service Catalog.docx - Summary: A user may only need the name of the service, a brief description, and conditions or costs for using the service, while a business manager, who is responsible for managing a dozen, hundreds, or thousands of employees, may need considerably more information, including the overall cost of using the service by the department, indicators of misuse, or the ability to manage control over access to services. Wordcount: 3428
17. File: 01 Service Definition.doc - Summary: They may find that their strength is in supporting a specific customer asset type, such as processes or financial assets; or they have greater competency in supporting all customer assets through a reporting service. Wordcount: 2371
18. File: 04 Service Agreements.doc - Summary: Cloud computing provides numerous examples of each: Amazon AWS and Google Apps maintain service-based catalogs because they have been able to catalogue increasing levels of their services, while Salesforce and NetScout lean toward customer-based catalogs because their enterprise solutions can be tailored to meet the customer's specific requirements. Wordcount: 1308
19. File: 07 Business Justification document.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 it often happens, talking at odds with each other. Wordcount: 1326
20. File: Release and Deployment presentation.ppt - Summary: This includes the processes, systems and functions to package, build, test and deploy a release into production and prepare for Service Operation. Wordcount: 1308
21. File: TransitionPlanningSupportService Validation testing- Evaluation Presentation 1.ppt - Summary: Ensuring that the Service Transition and release plans are up to date. Wordcount: 1144
22. File: Event Mgmt Mindmaps.txt - Summary: An event can be defined as any detectable or discernible occurrence that has significance for the management of the IT Infrastructure of the delivery of IT service and evaluation of the impact a deviation might cause to the services. Wordcount: 885

This toolkit includes a variety of electronic documents that provide a head start for the implementation, management, education and awareness for Service Package.

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.

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 activities.

The Service Package toolkit:

1. Contains 22 ready to use documents covering the Preparing, Planning, Designing, Implementing, Operating and Optimizing of Service Package
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

Buy with confidence, the Service Package toolkit has a 100% Satisfaction Guarantee & Free Returns.

List Price \$134.0 Get it now for just \$73.7! Save \$60.3 (45%)

[Back](#)

Digital River GmbH (Share-it) is the seller of the products in your shopping cart and your contractual partner.
[Legal Notice](#) - [Privacy Statement](#) - [Cookies](#) - [Terms and Conditions](#)

Copyright © 2016 Share-it



Verified Security Certificate

Toolkit

This toolkit provides a wide variety of resources to boost your understanding and ability to manage Service Package in your organization with 22 ready-to-use resources.

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

Buy with confidence, the Service Package toolkit has a 100% Satisfaction Guarantee & Free Returns.

List Price \$134.0 Get it now for just \$73.7 ! Save \$60.3 (45%)

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 Service Package 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 Service Package 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 or management.

The Complete Service Package Toolkit Includes the following 22 resources:

1.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

2.File: 06 Service Management Portfolios.doc – Summary: The business effectiveness of a service provider is largely dependent on the organization's ability to obtain and managing information on a variety of subjects which can be used in

marketing services, identify new service requirements, and improvements to services. Wordcount: 2042

3.File: 08 Service Definition.doc – Summary: They may find that their strength is in supporting a specific customer asset type, such as processes or financial assets; or they have greater competency in supporting all customer assets through a reporting service. Wordcount: 2654

4.File: The Evolving Service Catalog.docx – Summary: While we have presented real world commercial examples of wholesaler catalogs, there's no reason that the same model cannot be used at the enterprise level or incorporated as a hybrid solution, ensuring that business applications customized for the enterprise can be identified and launched from an application warehouse on any compatible device. Wordcount: 3311

5.File: Service Operation Functions Fact Sheet.txt – Summary: As the custodian of technical knowledge and expertise related to managing the IT Infrastructure, the Technical Management function provides detailed technical skills and resources needed to support the ongoing operation of the IT Infrastructure. Wordcount: 2476

6.File: Service Operation Processes Fact Sheet.txt – 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: 4768

7.File: Use of the Service Portfolio.txt – Summary: Phasing out of services is part of Service Transition to ensure that all commitments made to customers are duly fulfilled and service assets are released from contracts. Wordcount: 1144

8.File: Service Strategy Introduction Presentation.ppt – Summary: Design, develop and implement service management as a strategic asset and assisting growth of the organization Wordcount: 415

9.File: CMDB Roles and Responsibilities.doc – Summary: Uses or provides the asset and CMS to facilitate impact assessment for

RFCs and to ensure that implemented changes are as authorized; creates change records, configuration baselines, and package release records in order to specify the effect on CIs of an authorized change; ensures any changes to change authorization records are themselves subject to Change Management procedures; ensures that the asset and CMS is updated when a change is implemented Wordcount: 1733

10.File: Presentation 5 – Business Relationship Management.ppt – Summary: of LOS and SLP to fulfill the needs of the Customer Portfolio. Wordcount: 666

11.File: McKinsey Report.pdf – Summary: Data have become a torrent flowing into every area of the global economy.¹ Companies churn out a burgeoning volume of transactional data, capturing trillions of bytes of information about their customers, suppliers, and operations. millions of networked sensors are being embedded in the physical world in devices such as mobile phones, smart energy meters, automobiles, and industrial machines that sense, create, and communicate data in the age of the Internet of Things.² Indeed, as companies and organizations go about their business and interact with individuals, they are generating a tremendous amount of digital exhaust data,³ i.e., data that Wordcount: 70206

12.File: 01 Business Justification document.doc – Summary: □When an architecture is created, it must consider all aspects of its construction and impact to the enterprise, resulting in a documented specification of what the architecture is, what it does, its components (building blocks), and how the architecture can be used to fulfill enterprise objectives. Wordcount: 1271

13.File:

Service_Design_Capability_Assessment_Questionnaire.docx – Summary: While the focal point of Capacity Management is to ensure adequate performance and capacity of IT services are being developed and already delivered, there are many supporting elements including IT components, product and software licenses, physical sites, human resources and third party products that will all need to be managed appropriately

for this goal to be achieved. Wordcount: 8816

14.File:

Service_Strategy_Capability_Assessment_Questionnaire.doc – Summary: The assessment is based on the generic capability levels defined by the Capability Maturity Model Integrated (CMMI) framework, which recognises that there are a number of characteristics which need to be in place for effective process management. Wordcount: 4213

15.File: Service Strategy Lifecycle Stage Introduction Presentation.ppt – Summary: When applied correctly, the automation of service processes helps improve the quality of service, reduce costs and risks by reducing complexity, uncertainty, and by efficiently resolving trade-offs. Wordcount: 435

16.File: Viewpoints to Creating a Service Catalog.docx – Summary: A user may only need the name of the service, a brief description, and conditions or costs for using the service, while a business manager, who is responsible for managing a dozen, hundreds, or thousands of employees, may need considerably more information, including the overall cost of using the service by the department, indicators of misuse, or the ability to manage control over access to services. Wordcount: 3426

17.File: 01 Service Definition.doc – Summary: They may find that their strength is in supporting a specific customer asset type, such as processes or financial assets, or they have greater competency in supporting all customer assets through a reporting service. Wordcount: 2371

18.File: 04 Service Agreements.doc – Summary: Cloud computing provides numerous examples of each: Amazon AWS and Google Apps maintain service-based catalogs because they have been able to calculate increasing levels of their services, while Salesforce and NetSuite lean toward customer-based catalogs because their enterprise solutions can be catered to meet the customer's specific requirements. Wordcount: 1308

19.File: 07 Business Justification document.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 it often happens talking at odds with each other.
Wordcount: 1326

20.File: Release and Deployment presentation.ppt – Summary: This includes the processes, systems and functions to package, build, test and deploy a release into production and prepare for Service Operation. Wordcount: 1308

21.File: TransitionPlanningSupport-Service Vailidation testing- Evaluation Presentation 1.ppt – Summary: Ensuring that the Service Transition and release plans are up to date
Wordcount: 1144

22.File: Event Mgmt Mindmaps.txt – Summary: An event can be defined as any detectable or discernable occurrence that has significance for the management of the IT Infrastructure of the delivery of IT service and evaluation of the impact a deviation might cause to the services. Wordcount: 885

This toolkit includes a variety of electronic documents that provide a head start for the implementation, management, education and awareness for Service Package.

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.

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 activities.

The Service Package toolkit:

1. Contains 22 ready to use documents covering the Preparing, Planning, Designing, Implementing, Operating and Optimizing of Service Package
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

Buy with confidence, the Service Package toolkit has a 100% Satisfaction Guarantee & Free Returns.

List Price \$134.0 Get it now for just \$73.7 ! Save \$60.3 (45%)

Unit Price: EUR 72.30

Total: EUR 72.30

Info plus 19% sales tax/VAT to EUR 72.30: EUR 13.74

EUR 86.04

Delivery: Download

File Size: Full version: 12.5 MB

Download Time: Full version

56k: ~29 min.

DSL/Cable (1/8/16Mbit): ~2 / <1 / <1 min.

[Click Here To Get It Now >>](#)

Tags: [service package toolkit](#), [Wordcount](#), [Summary](#), [specific customer asset](#), [customer asset type](#), [Business Justification document.doc](#), [Service Package approach](#), [Complete Service Package](#), [Service Operation](#), [Service Management Portfolios.doc](#), [Service Operation Processes](#), [new service requirements](#), [Service Operation Functions](#), [Evolving Service Catalog.docx](#), [Service Definition.doc](#), [Service Strategy](#), [Service Transition](#), [Change Management procedures](#), [Technical Management function](#), [List Price](#), [service provider](#), [service assets](#), [Business Relationship Management.ppt](#), [greater competency](#), [Service Portfolio.txt](#), [Free Returns](#), [Introduction Presentation.ppt](#), [effective process management](#), [Satisfaction Guarantee](#), [financial assets](#), [service processes](#), [customer assets](#), [detailed technical skills](#), [world commercial examples](#), [digital exhaust data](#), [Service Agreements.doc](#), [global economy.1 Companies](#), [Known Error Record](#), [Stage Introduction Presentation.ppt](#), [Maturity Model Integrated](#), [efficiently resolving trade-offs](#), [smart energy meters](#), [generic capability levels](#), [organization Wordcount](#), [services](#), [ready-to-use resources](#), [ready-to-use templates](#), [business applications](#), [business effectiveness](#), [wide variety](#)