

Service Package Toolkit Howto

Language: English

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The Service Package Toolkit

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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.

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