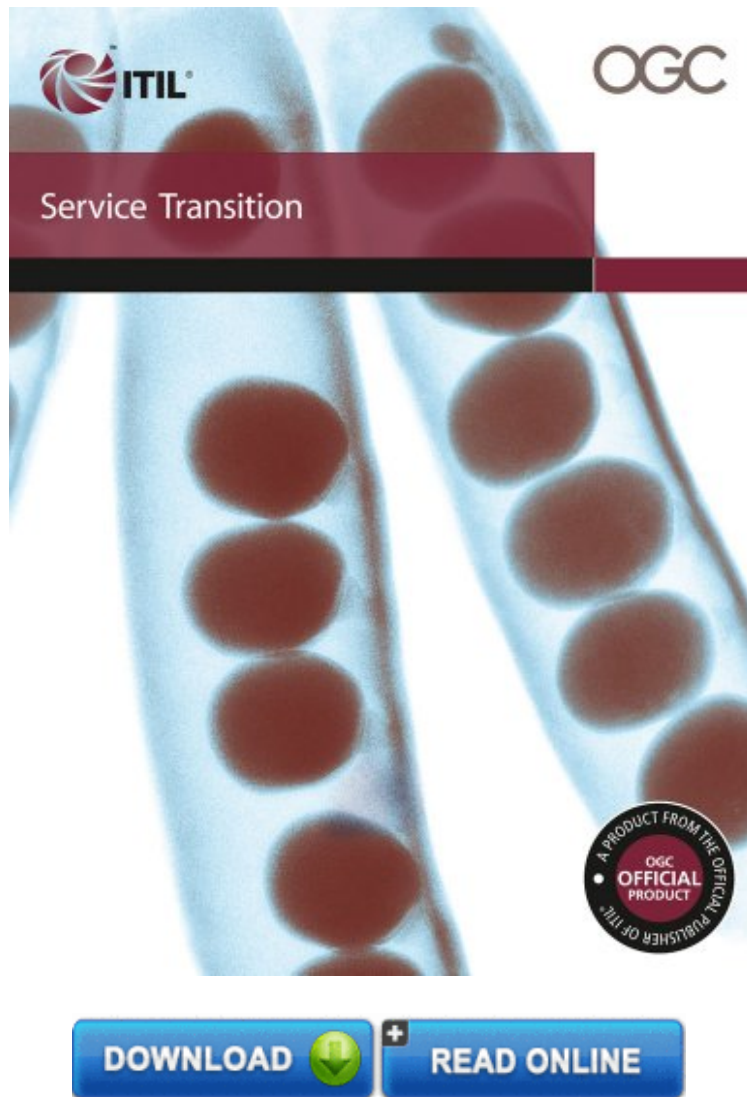


(Free) Service Transition Book

Service Transition Book

Shirley Lacy; Ivor Macfarlane
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#310198 in Books 2007-05-31 Ingredients: Example Ingredients Original language: English PDF # 1 11.00 x 8.50 x .75l, 2.16 #File Name: 011331048X261 pages | File size: 35.Mb

Shirley Lacy; Ivor Macfarlane : Service Transition Book before purchasing it in order to gage whether or not it would be worth my time, and all praised Service Transition Book:

0 of 0 people found the following review helpful. Used as reference while studying for ITIL RCV certification. ...By CustomerUsed as reference while studying for ITIL RCV certification. Contained all required information. Am keeping as reference for ongoing transition and service management work.4 of 5 people found the following review helpful. Quality Authors produce qualityBy Roger PurdieHaving met and seen Ivor and Shirley discussing the subject of this Service Transition publication it is easy to see why the text is comprehensive and cohesive.Like all the ITIL v3 books, Transition fits logically into the Lifecycle.Service Transition begins with a generic discussion on service management and a defintion of just what is a service. This follows the patterns established in all the other service lifecycle texts.There is a short section that looks at the principles of Service Transition (but at only three pages, it is not detailed).The Service Transition processes (Transition planning support, change management, service asset

configuration management, release deployment, service validation testing, evaluation, knowledge management) are covered in over 100 pages of this book in a similar style to the other texts. The Service Transition processes will be of high interest to those that are involved with managing change, as that is at the heart of this text. The book rounds out with a section on functional organization relating to service transition, then technology considerations (3 pages only), followed by relatively small sections on implementation and challenges/risks. 0 of 4 people found the following review helpful. The missing link in ITIL v2 By Gerard Blokdijs A lot of work has gone in developing ITIL v3 's Life cycle management - and it shows. This title is one of 5 in the core set and the one that covers approaches that have been lacking in strength in the core ITIL v2 sets.

ITIL Version 3's (V3) service lifecycle-based practice incorporates the best of V1 and V2 and tests current best practice for ITSM. Service Transition provides guidance and process activities for the transition of services in the operational business environment. It covers the broader, long-term change management role, release and deployment practices, so that risks, benefits, delivery mechanisms and the support of ongoing operational services are considered.