



Service Catalog 33 Success Secrets

Anna Armstrong

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There has never been a Service Catalog manual like this. Service Catalog 33 Success Secrets is not about the ins and outs of Service Catalog. Instead, it answers the top 33 questions that we are asked and those we come across in forums, our consultancy and education programs.

It tells you exactly how to deal with those questions, with tips that have never before been offered in print. This guidebook is also not about Service Catalog best practice and standards details. Instead it introduces everything you want to know to be successful with Service Catalog.

A quick look inside of the subjects covered- IT Services Service-Based SLA Template Process- Service Level Management, Roles and Responsibilities of Process Owner for Service Level Management, 8 Steps to Developing a Service Catalog, Service Catalog, Service Catalog, IT Services Business Justification Process- Service Level Management, IT Services Operational Level Agreement Process- Service Level Management, IT Services Service Enablers Processes- Service Level Management Service Asset and Configuration Management, and much more...

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