

Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement
Introduction	Introduction	Introduction	Introduction	Introduction
1.1 Overview	1.1 Overview	1.1 Overview	1.1 Overview	1.1 Overview
1.2 Context	1.2 Context	1.2 Context	1.2 Context	1.2 Context
1.3 Purpose	1.3 Purpose	1.3 Goal and scope of Service Transition	1.3 Purpose	1.3 Purpose
1.4 Expected use	1.4 Usage	1.4 Usage	1.4 Usage	1.4 Usage
			1.5 Chapter overview	
Service Management as a practice	Service Management as a practice	Service Management as a practice	Service Management as a practice	Service management as a practice
2.1 What is service management?	2.1 What is Service Management?	2.1 What is Service Management?	2.1 What is Service Management?	2.1 What is service management?
2.2 What are services?	2.2 What are services?	2.2 What are Services?	2.2 What are services?	2.2 What are services?
2.3 The business process				
2.4 Principles of service management				
2.5 The Service lifecycle				
2.6 Functions and processes across the lifecycle	2.3 Functions and processes across lifecycle	2.3 Functions and processes across the lifecycle	2.3 Functions and processes across the lifecycle	2.3 Functions and processes across the lifecycle
	2.4 Service Design fundamentals	2.4 Service Transition fundamentals	2.4 Service Operation fundamentals	2.4 Continual Service Improvement fundamentals
Service strategy principles	Service design principles	Service Transition principles	Service Operation principles	Continual Service Improvement principles
3.1 Value creation	3.1 Goals	3.1 Principles supporting Service Transition	3.1 Functions, groups, teams, departments and divisions	3.1 CSI and organizational change
3.2 Service assets	3.2 Balanced design	3.2 Policies for Service Transition	3.2 Achieving balance in Service Operation	3.2 Ownership
3.3 Service provider types	3.3 Identifying service requirements		3.3 Providing service	3.3 Role definitions
3.4 Service structures	3.4 Identifying and documenting business requirements and drivers		3.4 Operation staff involvement in Service Design and Service Transition	3.4 External and internal drivers
3.5 Service strategy fundamentals	3.5 Design activities		3.5 Operational Health	3.5 Service Level Management
	3.6 Design aspects		3.6 Communication	3.6 The Deming Cycle
	3.7 The subsequent design activities		3.7 Documentation	3.7 Service measurement
	3.8 Design constraints			3.8 Knowledge Management
	3.9 Service Oriented Architecture			3.9 Benchmarks
	3.10 Business Service Management			3.10 Governance
	3.11 Service Design models			3.11 Frameworks, models, standards and quality systems
Service strategy	Service Design processes	Service Transition processes	Service Operation processes	Continual Service Improvement processes
4.1 Define the market	4.1 Service Catalogue Management	4.1 Transition planning and support	4.1 Event Management	4.1 The 7-Step Improvement Process
4.2 Develop the offerings	4.2 Service Level Management	4.2 Change Management	4.2 Incident Management	4.2 Service reporting
4.3 Develop strategic assets	4.3 Capacity Management	4.3 Service asset and configuration management	4.3 Request Fulfilment	4.3 Service measurement
4.4 Prepare for execution	4.4 Availability Management	4.4 Release and deployment management	4.4 Problem Management	4.4 Return on Investment for CSI
	4.5 IT Service Continuity Management	4.5 Service validation and testing	4.5 Access Management	4.5 Business questions for CSI
	4.6 Information Security Management	4.6 Evaluation	4.6 Operational activities of processes covered in other lifecycle phases	4.6 Service Level Management
	4.7 Supplier Management	4.7 Knowledge management		
Service economics	Service Design technology-related activities	Service Transition common operation activities	Common Service Operation activities	
5.1 Financial Management	5.1 Requirements engineering	5.1 Managing communication and commitment	5.1 Monitoring and control	
5.2 Return on Investment	5.2 Data and Information Management	5.2 Managing organization and stakeholder change	5.2 IT operation	
5.3 Service Portfolio Management	5.3 Application management	5.3 Stakeholder management	5.3 Mainframe Management	Continual Service Improvement methods and techniques
5.4 Service Portfolio Management methods			5.4 Server Management and Support	5.1 Methods and techniques
5.5 Demand Management			5.5 Network Management	5.2 Assessments
			5.6 Storage and Archive	5.3 Benchmarking
Strategy and organization			5.7 Database Administration	5.4 Measuring and reporting frameworks
6.1 Organizational development			5.8 Directory Service Management	5.5 The Deming Cycle
6.2 Organizational departmentalization			5.9 Desktop Support	5.6 CSI and other service management processes
6.3 Organizational design			5.10 Middleware Management	5.7 Summary
6.4 Organizational culture			5.11 Internet/Web Management	
6.5 Sourcing strategy			5.12 Facilities and Data Centre Management	
			5.13 Information Security Management and Service Operation	
			5.14 Improvement of operational activities	
Strategy, tactics and operation				
7.1 Implementation through the lifecycle				
7.2 Strategy and design	Organizing for Service Design	Organizing for Service Transition	Organizing for Service Operation	Organizing for Continual Service Improvement
7.3 Strategy and transition	6.1 Functional roles analysis	6.1 Generic roles	6.1 Functions	6.1 Roles and responsibilities that support CSI
7.4 Strategy and operations	6.2 Activity analysis	6.2 Organizational context for transitioning a service	6.2 Service Desk	6.2 The authority matrix
7.5 Strategy and improvement	6.3 Skills and attributes	6.3 Organization models to support Service Transition	6.3 Technical Management	6.3 Summary
	6.4 Roles and responsibilities	6.4 Service transition relationship with other lifecycle stages	6.4 IT Operations Management	
			6.5 Application Management	
			6.6 Service Operation roles and responsibilities	
			6.7 Service Operation organization structures	
Technology and strategy	Technology considerations	Technology considerations	Technology consideration	Technology considerations
8.1 Service automation	7.1 Service Design tools	7.1 Knowledge management tools	7.1 Generic requirements	7.1 Tools to support CSI activities
8.2 Service interfaces	7.2 Service Management tools	7.2 Collaboration	7.2 Event Management	7.2 Summary
8.3 Tools for service strategy		7.3 Configuration Management system	7.3 Incident Management	
			7.4 Request fulfilment	
			7.5 Problem Management	
			7.6 Access Management	
			7.7 Service Desk	
	Implementing Service design	Implementing Service Transition	Implementing Service Operation	Implementing Continual Service Improvement
	8.1 Business Impact Analysis	8.1 Stages of introducing service transition	8.1 Management change in Service Operation	8.1 Critical considerations for implementing CSI
	8.2 Service level requirements		8.2 Service Operation and Project Management	8.2 Where do I start?
	8.3 Risks to the services and processes		8.3 Accessing and managing risk in Service Operation	8.3 Governance
	8.4 Implementing Service Design		8.4 Operational staff in Service Design and Transition	8.4 CSI and organizational change
	8.5 Measurement of Service Design		8.5 Planning and Implementing Service Management technologies	8.5 Communication strategy and plan
				8.6 Summary
Challenges, critical success factors and risk	Challenges, Critical Success Factors and risks	Challenges, critical success factors and risks	Challenges, Critical Success Factors and risks	Challenges, critical success factors and risks
9.1 Complexity	9.1 Challenges	9.1 Challenges	9.1 Challenges	9.1 Challenges
9.2 Coordination and control		9.2 Critical success factors	9.2 Critical Success Factors	9.2 Critical success factors
9.3 Preserving value	9.2 Risks	9.3 Risks	9.3 Risks	9.3 Risks
9.4 Effectiveness in measurement		9.4 Service Transition under difficult conditions		9.4 Summary
9.5 Risks				