



Configuration Management 76 Success Secrets

Kathy Hart

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There has never been a Configuration Management manual like this. Configuration Management 76 Success Secrets is not about the ins and outs of Configuration Management. Instead, it answers the top 76 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 Configuration Management best practice and standards details. Instead it introduces everything you want to know to be successful with Configuration Management.

A quick look inside of the subjects covered: Project Management Multiple Choice Questions, A Short Definition of ITIL Best Practice, The Computer Software for Configuration Management, Service Catalog, IT Services Multi-Level-Based SLA Template Process: Service Level Management, Recognizing the Need for ITIL services, Choosing The Best Configuration Management Tool, Role of the Help Desk Desktop 3rd Level, Comparing Project Management Frameworks, IT Services Service Agreements Processes: Service Level Management Supplier Management, ITIL Templates, the Key to Effective IT Service Management, Help Desk PC Support to Answer your Needs, Viewpoints to Creating a Service Catalog, IT Service Management (ITSM) Capability Assessment Service Level Management Questionnaire, ITIL Process Diagram: Jigsaw And BS15000, ITIL And Project Management : Configuration Management falls under the ITIL and project management and, What is ITIL methodology, IT Services Detailed Objectives/Goals Process: Service Level Management, Populating the CMDB, Configuration Management, ITIL Case Study Learning, Specialist Training, IT Service Management Service Catalog, ITIL flow process on live demo, Network Devices, The Evolving Service Catalog, Project Management : This team usually consists of executive leadership project management line, How ITIL software asset management can ben...etc...

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