The Definitive Guide to IT Service Metrics (Thought Leadership Series)

Kurt McWhirter, Ted Gaughan

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The Definitive Guide to IT Service Metrics (Thought Leadership Series) Kurt McWhirter, Ted Gaughan IT service metrics: Manage them. Measure them. Make them work for you. Measuring success is crucial, but how do we do it? How can we be sure that the IT services we offer are adding real value to our business? Metrics are an invaluable tool for measuring the effectiveness of IT service provision. Used effectively, metrics enable businesses to assess performance in order to inform the decision-making process, drive change and realize improvements. They facilitate cost savings through economical use of finance and resources, and ensure that the services provided are appropriate - thereby strengthening customer loyalty. Based on ITIL® and other service management frameworks and standards Up-to-date, based on the ITIL® framework, as well as COBIT®, ISO/IEC 20000, PMI® and ISO/IEC 27000, The Definitive Guide to IT Service Metrics will show you how to integrate metrics into your business and maximize their usage and effectiveness. You will learn what to consider when gathering and reporting information and how to secure and protect your company's metrics. Use metrics to benefit your IT department and the business as a whole Used just as they are, the metrics in this book will bring many benefits to both the IT department and the business as a whole. Details of the attributes of each metric are given, enabling you to make the right choices for your business. You may prefer and are encouraged to design and create your own metrics to bring even more value to your business - this book will show you how to do this, too. About the authors Kurt McWhirter is a recognized authority on using the ITIL® framework and has more than 30 years' experience in IT strategic planning, operations management, and enterprise process design and implementation. He is certified as an ITIL® Expert and ISO/IEC 20000 Consultant and is an accredited ITIL® Trainer. Ted Gaughan has more than 25 years' experience in business/technical strategic development, program/project management, and IT engineering and operations management. He is a certified Project Management Professional (PMP®), Process Design Engineer (CPDE®), ITIL® Expert, ISO/IEC 20000 Consultant and TIPA Lead Assessor. The definitive guide you can't afford to be without!

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