



# Service Management

**Martin Beims, Michael Ziegenbein**

A red circular graphic with a gradient, appearing as a stylized arrow or a partial circle, located to the right of the authors' names.

## **Service Management:**

**IT-Service-Management in der Praxis mit ITIL®** Martin Beims, Michael Ziegenbein, 2023-08-07 Was Sie für die Foundation Zertifizierung bei ITIL wissen müssen Ein Überblick über ITIL sowie ergänzende Standards und Methoden Wie Sie IT Service Management erfolgreich gestalten und verankern Zahlreiche Praxistipps und eine umfangreiche Fallstudie Neu in der 6. Auflage mit ITIL 4 und COBIT 2019 Ihr exklusiver Vorteil E-Book inside beim Kauf des gedruckten Buches Die IT hat sich zu einem zentralen Erfolgsfaktor für funktionierende Geschäftsprozesse entwickelt Das verlangt von IT Organisationen immer schneller veränderten Anforderungen gerecht zu werden IT Verantwortliche können diese Aufgabe meistern wenn sie auf modernes IT Service Management setzen Hier wird Ihnen gezeigt wie Sie IT Service Management praxisgerecht planen und realisieren Sie erfahren wie Sie ITIL Ihren Zielen entsprechend mit ISO 20000 IT Kennzahlen Balanced Scorecard und COBIT 2019 richtig kombinieren und einsetzen Als standardisierte Notation für Prozesse wird BPMN 2.0 beleuchtet Ein ausführliches Fallbeispiel veranschaulicht wie Sie das alles in die Praxis umsetzen und auf diese Weise kontinuierlich die Qualität und die Wirtschaftlichkeit verbessern Das ist ein Buch sowohl für die Praxis ITIL Projekte stehen bevor als auch für Schulungsteilnehmer die sich auf eine ITIL Foundation Prüfung vorbereiten wollen Das Buch zeigt wie IT Service Management mit ITIL in der Praxis geplant und realisiert werden und wie eine Verzahnung mit weiteren Good Practices Ihren Zielen entsprechend kombiniert werden kann IT-Service-Management mit FitSM Anselm Rohrer, Dierk Söllner, 2017-08-07 Die Durchdringung der Geschäftsprozesse durch IT Systeme und Applikationen wird immer intensiver was eine steigende Abhängigkeit betrieblicher Abläufe von einer funktionierenden IT mit sich bringt FitSM ist ein neuer Standard für ein pragmatisches mit vertretbarem Aufwand umsetzbares IT Service Management ITSM Es basiert auf bekannten Rahmenwerken wie ITIL ISO IEC 20000 sowie COBIT beschreibt 14 Prozesse und definiert 85 Anforderungen für ein effektives ITSM Die Autoren vermitteln praxisorientiert die Grundbegriffe und Konzepte für einen erfolgreichen Einsatz von FitSM im Unternehmen Nach einer Einführung in FitSM werden die allgemeinen Anforderungen beschrieben mit denen FitSM bergreifende Aspekte eines effizienten ITSM aufzeigt Anschließend werden strukturiert die 14 Prozesse von FitSM dargestellt und jeweils mit den dazugehörigen Rollen sowie den Anforderungen zusammengefasst Für alle Prozesse wird anhand eines durchgängigen Praxisbeispiels konkret die Umsetzung in der Praxis aufgezeigt Auch auf die kontinuierliche Verbesserung des ITSM und wie FitSM für ein internes oder externes Audit genutzt werden kann um die Effektivität des Service Management Systems zu messen und zu überprüfen wird eingegangen Ausführungen zu verwandten Standards und Rahmenwerken sowie eine Beschreibung des Qualifizierungsschemas von FitSM runden das Buch ab Das Buch eignet sich nicht nur als Vorbereitung auf die Prüfungen FitSM Foundation und Advanced Level sondern gleichzeitig auch als kompaktes Basiswerk für Praktiker und für die Lehre an Hochschulen **IT Service Management** Fritz Kleiner, 2023-10-19 Konkrete Hilfestellungen zur effektiven Einführung eines IT Service Managements IT Prozesse etablieren sowie Dienstleistungen

messen und auswerten Mit vielen praktischen Beispielen und anschaulichen Grafiken Fritz Kleiner zeigt in dieser aktualisierten Neuauflage wie Sie IT Service Management ganzheitlich in einem Unternehmen einführen und betreiben können Anhand vieler Praxisbeispiele erfahren Sie wie Sie IT Dienstleistungen standardisieren IT Service Management in der Führungsebene verankern oder Business IT Services bilden Besondere Schwerpunkte sind dabei u.a. das Etablieren der Prozesse des IT Service Managements wie Service Level Management Configuration Management oder Requirement Management Mit diesem Handbuch verstehen Sie das IT Service Management Konzept von Grund auf und werden es weitgehend erfolgreich selbstständig im Unternehmen etablieren können Service-Management Walter Robert Tritt, 2000

**A Practical Guide to Service Management** Keith D. Sutherland, Lawrence J. "Butch" Sheets, 2023-10-13 Develop and improve the service management capabilities of your organization or business with this comprehensive handbook Key Features A complete pragmatic guide on service management from industry experts Learn industry best practices and proven strategies to establish and improve a service management capability Get hands on with implementing and maintaining a service management capability Purchase of the print or Kindle book includes a free PDF eBook Book Description Many organizations struggle to find practical guidance that can help them to not only understand but also apply service management best practices Packed with expert guidance and comprehensive coverage of the essential frameworks methods and techniques this book will enable you to elevate your organization's service management capability You'll start by exploring the fundamentals of service management and the role of a service provider As you progress you'll get to grips with the different service management frameworks used by IT and enterprises You'll use system thinking and design thinking approaches to learn to design implement and optimize services catering to diverse customer needs This book will familiarize you with the essential process capabilities required for an efficient service management practice followed by the elements key to its practical implementation customized to the organization's business needs in a sustainable and repeatable manner You'll also discover the critical success factors that will enhance your organization's ability to successfully implement and sustain a service management practice By the end of this handy guide you'll have a solid grasp of service management concepts making this a valuable resource for on the job reference What you will learn Discover a holistic approach to managing services Get acquainted with the service management methods frameworks and best practices Understand the significance of a service management strategy Demonstrate your skills to deliver high quality timely services Find out how to become a respected business partner to your customers Recognize the role of governance outcomes and markets Grasp the concept of value capture and maintaining value over time Explore common processes that lay the foundation for effective service management Who this book is for This book is for anyone interested in gaining a general understanding of the value of enterprise IT service management ESM ITSM including but not limited to IT leadership key business managers business process analysts business analysts IT consultants IT professionals project managers systems integrators service desk

managers managed service providers solution providers and sales staff Whether you re new to service management or have prior experience you ll find valuable insights in this book *Service Management* Bart van Looy,Paul Gemmel,Roland Dierdonck,2013 Over 75% of graduates currently find work in the service industries but there are very few books that deal specifically with the subject of service management This third edition of *Services Management* provides a comprehensive insight into the industry and its importance in today s economies The book is based on three central strands of services management customers employees and operations The final part of the book addresses the issue of performance management and service strategy Based on a series of research workshops with academics and practitioners at the Service Management C

**Service Excellence als Impulsgeber** Matthias Gouthier,Christian Coenen,Henning Schulze,Christoph Wegmann,2007-09-25 Steigende Anspr che und W nsche der Kunden sowie ein intensiver Wettbewerb im Dienstleistungssektor sind Gr nde f r permanent wachsende Anforderungen an ein professionelles Dienstleistungsmanagement der Unternehmen Dabei reicht es h ufig nicht mehr aus lediglich gute Leistungen zu erbringen sondern Dienstleister m ssen nach exzellenten L sungen streben damit eine Differenzierung gegen ber dem Wettbewerb stattfindet In 32 Beitr gen berichten ausgewiesene nationale und internationale Experten aus Wissenschaft und Praxis ber innovative Ans tze Ideen und Instrumente zur Umsetzung des Konzepts der Service Excellence Die Managementaufgaben werden dabei in die vier Bereiche untergliedert Grundlagen und Strategie der Service Excellence Service Design Dienstleistungsinnovations und qualit tsmanagement Serviceorientiertes Personalmanagement Kundenmanagement Service Excellence als Impulsgeber wendet sich an Dozierende und Studierende der Betriebswirtschaftslehre mit dem Schwerpunkt Marketing und Dienstleistungsmanagement die sich mit innovativen Aspekten der Kunden und Serviceorientierung besch ftigen sowie an F hrungskr fte in Dienstleistungsunternehmen oder internen Serviceabteilungen Dr Matthias H J Gouthier ist wissenschaftlicher Assistent und Habilitand von Prof Dr Bernd Stauss am Lehrstuhl f r ABWL und Dienstleistungsmanagement an der Katholischen Universit t Eichst tt Ingolstadt Dr Christian Coenen ist Dozent f r Marketing und Services Management am Institut f r Facility und Hospitality Management der Z rcher Hochschule f r Angewandte Wissenschaften Prof Dr Henning S Schulze ist Professor f r Marketing und Dienstleistungsmanagement an der Fakult t f r Betriebswirtschaft und Wirtschaftsinformatik der Fachhochschule Deggendorf Prof Dr Christoph Wegmann ist Inhaber einer Professur f r Betriebswirtschaftslehre und Marketing an der Hochschule f r Angewandte Wissenschaften Hamburg

**Public Service Management** ,1912 **Aufgaben und Ziele des Service Catalogue Management nach ITIL** Benjamin Leiser,2015-08-12 Projektarbeit aus dem Jahr 2014 im Fachbereich Medien Kommunikation Multimedia Internet neue Technologien Note 1 3 Hochschule Pforzheim Sprache Deutsch Abstract Das Ziel der vorliegenden wissenschaftlichen Ausarbeitung ist die Betrachtung des Service Catalogue Managements nach der Information Technology Infrastructure Library ITIL Hierzu werden zun chst spezifische Grundlagen und Fachbegriffe der Informationstechnologie IT erl utert Durch

die Vorstellung des IT Service Managements sowie grundlegender Inhalte von ITIL soll ein besseres Verständnis für die nachfolgenden Themen Service Katalog und Service Catalogue Management vermittelt werden. Das Service Catalogue Management und der Service Katalog sollen in den Mittelpunkt dieser Arbeit gerückt werden. Daher erfolgt eine intensive Beleuchtung dieser beiden Themen. Neben den theoretisch dargestellten Gesichtspunkten wird mit Hilfe von Beispielen ein Wissenstransfer in die Praxis gegeben. Den Kern dieser Arbeit bilden das Service Catalogue Management und der Service Katalog. Um dies verständlich darzulegen werden zunächst einige Grundlagen vorgestellt. Dabei wird im ersten Schritt das IT Service Management näher betrachtet. Im Anschluss werden grundlegende Inhalte von ITIL sowie Fachbegriffe der IT aufgeführt und erklärt. Nach Abhandlung der Grundlagen widmet sich ein separates Kapitel dem Service Catalogue Management und dessen Eingliederung in die ITIL Gesamtstruktur. Danach werden speziell die Aufgaben und Ziele des Service Catalogue Managements erläutert. Anschließend wird der Service Katalog detailliert betrachtet. In diesem Kapitel wird vor allem auf die Definition und die unterschiedlichen Aspekte des Service Katalogs eingegangen. Zudem wird ein exemplarischer Aufbau mit einem konkreten Praxisbeispiel (Anhang A) vorgestellt. Zuletzt werden dem Leser generelle Informationen zu den Themengebieten Service Catalogue Manager Kennzahlen und Herausforderungen gegeben. Abgerundet wird die vorliegende Ausarbeitung mit einem Fazit. In diesem Kapitel wird zunächst die gesamte Arbeit resümiert. Im Anschluss daran werden die Herausforderungen aufgezeigt und es wird ein Ausblick auf zukünftige Entwicklungen gegeben.

*Service Management* Richard Normann, 2001-01-17 In the world of industry and management producing intangible products poses unique challenges. This book provides a comprehensive framework on these unique management issues and looks into the special characteristics of services and conditions necessary for success in the management of service organizations. This classic book as relevant as ever and updated provides a set of ideas which has proved its power and validity beyond the fads of the moment over an extended period of time. A book that is at the same time very holistic and conceptual and yet both easy to grasp and to translate into practical action. It also evokes an alternative perspective on services namely that of refocusing attention from the production and the product to the value creation process of customers. With these perspectives every company today's needs to see itself as a service company. The book stresses the need for a streamlined service management system and analyses and illustrates growth strategies and the nature of innovation but above all it emphasizes the special role played by good leadership. In particular this edition looks at the role of technology in services as well as more generally the role of services in society. Of great value to managers and academics involved in the service industry this practical book which has been translated into eight languages will stimulate people to analyse and act on their situations.

*Service Management* James A. Fitzsimmons, Mona J. Fitzsimmons, 2008 This title contains current examples from the field of technology. It also covers global operations and the need for continuous improvement in the quality and productivity in the service industry.

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