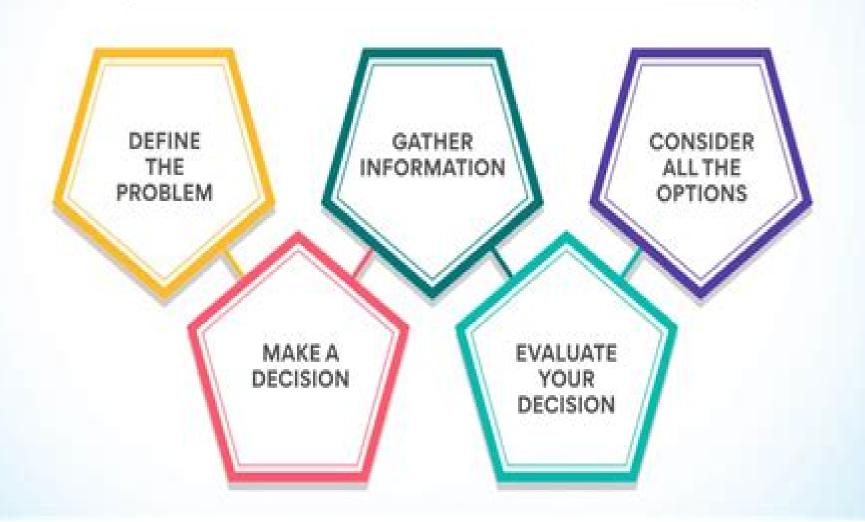
STEPS TO ENSURING SUCCESSFUL DECISION MAKING IN OPERATIONS MANAGEMENT



Service Management Operating Decisions

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Governing Operational Decisions in an Enterprise Scalable Way Jonathon Carr, Eric Charpentier, Nigel
Crowther, Guillaume Devillers, Sophie Fargier, Julie Holm, IBM Redbooks, 2017-08-02 This IBM Redbooks publication
introduces operational decision governance and describes in detail how to implement it using the IBM Operational Decision
Manager ODM platform ODM allows businesses to automate and manage day to day operational decisions. It provides an
integrated repository and management components for line of business subject matter experts to directly participate in the
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