

Continual Service Improvement

Changes made to Continual Service Improvement - 1st impression

Page number in printed book	Section	Change made
x	Preface, Contact information	After first paragraph, inserted additional paragraph as follows: 'If you would like to inform us of any changes that may be required to this publication please log them at www.best-management-practice.com/changelog '
x	Preface, Contact information	Email address for APMG Service Desk changed to: ' servicedesk@apmgroup.co.uk '
xi	Acknowledgements, ITIL authoring team	'Ashley Hannah' changed to 'Ashley Hanna'
xi	Acknowledgements, Reviewers	List of Reviewers changed to the following: Alastair Allanach, Northallan; Roger Appleby, HM Revenue & Customs; Ben de Backker, Atos Origin NL; Anurag Bahal, Infosys; Janet Bishop; Francisco Boerr; Simon J.J Bos, Bos & Cohen Strategy Advisors; Lee Cross, Computacenter Services; Alejandro Debenedet, Business IT; John Donoghue, HP; Arjen Droog, itSMF; Mike Ellis, Ministry of Social Development, New Zealand; Martin Erb; Daniel Ernst, IBM; Armando Estanol, Ulsa; Joseph Forte, Forte Services Conseils Inc; Stefan Gabriel, Independent; William Giotto, HP; Thomas Gramstrup, Promentek APS; Mahaboob Chandanaparambil Habeeb, Satyam; Ashley Hanna, HP; Brian Helstrom, IBM; Andreas Hoffmann, Value for Business; Alistair Hogg; Michael Holderness, ICore Ltd; Kevin Holland, NHS Connecting for Health; Alison Hollingworth, Nexor; Gary Holmes, ITSM Solutions Ltd; Lou Hunnebeck, CCN Inc; Jungmee Hwang, Samsung; Bill Irvine, Comcast; John Jasinski, Accenture; Ruud De Jong, bbned; Juan Juill, UC Hospitals; Min Jung Kim, Samsung; Nick Krachun, Motorola; Albert Lau Tsz Ming, IBM; Cameron Law, State Street; Paul Leenards, Getronics PinkRocade; Martin Lewis, Unisys West; Colin Lovell, HP; Antonio Luiz, Comar; Goran Lundqvist, LDC, Lunds University; Ian Macdonald, Barclays Bank; Ian MacLeod, HP; Sumitha Bhargavi Mahalingam, Infosys; Steven McReynolds, Microsoft Canada; Nick Metropoulos, IBM; Karan Mishra, Deloitte Consulting LLP; Chris Morgan, DHL; Patrick Musto, STB; Karen Navoy, IBM; Bo Nielsen, Learnit; Peter Ober, HP; Andy Packham, dsai plc; Jain Pankaj, Infosys; Alejandro Pestchanker, Microsoft; Valor Poland, Pultorak & Associates; C. Pushpalatha; Daniel Ramalho, Unilever; Nicola Reeves,

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xi	<i>Acknowledgements, Reviewers continued</i>	HP Group; Ron Richard, Inherent Quality; Liesbeth Riekwel, Gemeente Rotterdam, ICT Services; Giovanni Sadun, Quinta; Sameer Sahay, Providence Health and Services; Rudolf Salinger, IBM; Frances Scarff, OGC; Elka Schrijver, Canadian Natural Resources Ltd; Leo van Selm, ProRail; Arivarasu Selvaraj, Wipro Technologies Ltd; Sadao Shiota, HP; John Sibley, HP; Peter Simonsen, Microsoft; H P Suen, The Hong Kong Jockey Club; James Sutherland, IBM; Wilbert Teunissen, Sogeti Nederland B.V; Anand Tomar, Infosys; David Whapples, Link Interchange Networks; Julian White, NHS Connecting for Health; Alan Yamamoto, IBM; Frank Zielke, Inforora GmgH.
14	2.4.3	In the paragraph following the first set of bullet points, the last sentence changed to: 'The following activities support CSI.'
21	2.4.9, <i>Service Operation</i>	Inserted blank line between sentence ending '...recommendations for some level of fine tuning.' and sentence beginning 'The integration of service improvement ...'
22	Figure 2.6 [not changed in online subscriptions – artwork needs amending]	In top left-hand box, 'Service Strategies' changed to 'Service Strategy'
31	3.7.3	In list item '2', last line, 'How will we get there?' changed to 'How do we get there?'
36	3.10.2	In sentence beginning 'Created in the aftermath ...', comma inserted after 'corporate fairness'
36	3.10.3	'IT governance touches nearly every area detailed in the figure above.' changed to 'IT governance touches nearly every area detailed in Figure 3.7.'
100	5.2, <i>Value of processes vs. maturity of processes</i>	In first paragraph, first sentence, 'below' deleted
100	5.2, <i>Value of processes vs. maturity of processes</i>	In second paragraph, the first sentence amended to read: 'Let's say that a particular organization has gone through an assessment and has found that three key processes, SLM, Availability and Capacity Management, shown in Figure 5.2, are not very mature.'
124–125	5.6.4/5.6.5	The heading ' <i>Post-Implementation Review</i> ' and its following paragraph moved to page 125, to follow the paragraph ending 'The proposed change is then scheduled as part of a release.' i.e. this sub-section becomes part of section 5.6.5
151	7.2	In the first sentence, '...enterprise perspective as show below.' changed to '... enterprise perspective as shown in Figure 7.2.'
162	8.5.1, <i>Communication transformation</i>	In second paragraph, 'The below figure' changed to 'Figure 8.3'
162	8.5.1, <i>Communication transformation</i>	Second paragraph, last sentence, '(see Figure 8.3)' deleted
189	Acronyms List	Changed 'Data-to-Information-to-Knowledge-to-Wisdom' to 'Data-to-Information-to-Knowledge-to-Wisdom' [i.e. changed n-rules to hyphens]
192	Glossary	In 'Automatic Call Distribution (ACD)', deleted '(ACD)'
192	Glossary	In 'Availability Management Information Systems (AMIS)', deleted '(AMIS)'
193	Glossary	In 'Business Capacity Management (BCM)', deleted '(BCM)'
193	Glossary	In 'Business Continuity Management (BCM)', deleted '(BCM)'

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193	Glossary	In 'Business Impact Analysis (BIA)', deleted '(BIA)'
194	Glossary	In 'Capability Maturity Model Integration (CMMI)', deleted '(CMMI)'
194	Glossary	In 'Capacity Management Information System (CMIS)', deleted '(CMIS)'
195	Glossary	In 'Change Advisory Board (CAB)', deleted '(CAB)'
195	Glossary	In 'Component Capacity Management (CCM)', deleted '(CCM)'
196	Glossary	In 'Component Failure Impact Analysis (CFIA)', deleted '(CFIA)'
196	Glossary	In 'Configuration Item (CI)', deleted '(CI)'
196	Glossary	In 'Configuration Management Database (CMDB)', deleted '(CMDB)'
196	Glossary	In 'Configuration Management System (CMS)', deleted '(CMS)'
196	Glossary	In 'Continual Service Improvement (CSI)', deleted '(CSI)'
197	Glossary	In 'Critical Success Factor (CSF)', deleted '(CSF)'
197	Glossary	In 'Data-to-Information-to-Knowledge-to-Wisdom (DIKW)', deleted '(DIKW)'
198	Glossary	In 'eSourcing Capability Model for Service Providers (eSCM-SP)', deleted '(eSCM-SP)'
199	Glossary	In 'Fault Tree Analysis (FTA)', deleted '(FTA)'
200	Glossary	In 'Information Security Management (ISM)', deleted '(ISM)'
200	Glossary	In 'Information Technology (IT)', deleted '(IT)'
200	Glossary	In 'International Organization for Standardization (ISO)', deleted '(ISO)'
201	Glossary, International Standards Organization definition	Deleted '(ISO)' and closed up space
201	Glossary	In 'IT Service Continuity Management (ITSCM)', deleted '(ITSCM)'
201	Glossary	In 'IT Service Management (ITSM)', deleted '(ITSM)'
201	Glossary	In 'IT Service Management Forum (itSMF)', deleted '(itSMF)'
202	Glossary	In 'Key Performance Indicator (KPI)', deleted '(KPI)'
202	Glossary	In 'Management of Risk (M_o_R)', deleted '(M_o_R)'
203	Glossary	In 'Mean Time Between Failures (MTBF)', deleted '(MTBF)'
203	Glossary	In 'Office of Government Commerce (OGC)', deleted '(OGC)'
203	Glossary	In 'Operational Level Agreement (OLA)', deleted '(OLA)'
204	Glossary	In 'Post-Implementation Review (PIR)', deleted '(PIR)'
205	Glossary, Proactive Problem Management definition	After '(Service Operation)', '(Continual Service Improvement)' inserted
206	Glossary	In 'Quality Assurance (QA)', deleted '(QA)'
206	Glossary	In 'Quality Management System (QMS)', deleted '(QMS)'
207	Glossary	In 'Request for Change (RFC)', deleted '(RFC)'
207	Glossary	In 'Return on Investment (ROI)', deleted '(ROI)'
208	Glossary	In 'Root Cause Analysis (RCA)', deleted '(RCA)'
208	Glossary	In 'Service Asset and Configuration Management (SACM)', deleted '(SACM)'
208	Glossary	In 'Service Capacity Management (SCM)', deleted '(SCM)'
209	Glossary	In 'Service Failure Analysis (SFA)', deleted '(SFA)'
209	Glossary	In 'Service Improvement Plan (SIP)', deleted '(SIP)'
209	Glossary	In 'Service Level Agreement (SLA)', deleted '(SLA)'
209	Glossary	In 'Service Level Management (SLM)', deleted '(SLM)'
209	Glossary	In 'Service Level Requirement (SLR)', deleted '(SLR)'
210	Glossary	In 'Service Portfolio Management (SPM)', deleted '(SPM)'

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210	Glossary	In 'Single Point of Failure (SPOF)', deleted '(SPOF)'
212	Glossary	In 'Total Cost of Ownership (TCO)', deleted '(TCO)'
212	Glossary	In 'Total Quality Management (TQM)', deleted '(TQM)'
213	Glossary	In 'Underpinning Contract (UC)', deleted '(UC)'
213	Glossary	In 'Value on Investment (VOI)', deleted '(VOI)'
214	Glossary	In 'Vital Business Function (VBF)', deleted '(VBF)'
217	Index	'Change Management 61, 125' changed to 'Change Management 61, 124-5'
218	Index	'Deployment Management 125' changed to 'Deployment Management 124-5'
219	Index	'Post-Implementation Review (PIR) 51, 124' changed to 'Post Implementation Review (PIR) 51, 125'
219	Index	'Release Management 125, 146-7' changed to 'Release Management 124-5, 146-7'