

Service Design

Changes made to Service Design - 1st Impression

Page number in printed book	Section	Change made
iv	Contents	'References' changed to indented black type. '283' changed to black type
x	Preface, Contact information	After the first paragraph, the following paragraph was inserted: '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	The APMG email address changed to 'servicedesk@apmgroup.co.uk'
xi	Acknowledgements, ITIL authoring team	'Ashley Hannah' changed to 'Ashley Hanna'
xi	Acknowledgements, Further contributions, 3rd para	'organisations' changed to 'organizations'
xi	Acknowledgements, Reviewers	List of reviewers changed to list given below
13	2.3.2 Processes, last para	'organisation' changed to 'organization'
23	Figure 3.1	'Realisation' changed to 'Realization'
33	3.6.2 Designing supporting systems...	In Figure 3.6, 'Service Knowledge Management System' was added to top of database shape containing the Service Portfolio
35	3.6.2 Designing supporting systems...	In last bullet list before section 3.6.3, penultimate bullet point changed to 'Information Security Management System (ISMS)'
36	Figure 3.8	Change 'Organisation' to 'Organization'
36	Figure 3.9	Change 'Organisation' to 'Organization'
63	4.1.4 Policies, principles and basic concepts	In Figure 4.4, under 'Security Services' on left hand side, 'Authorisation' changed to 'Authorization'
69	4.2.5.1, para beneath Figure 4.7	'proformas' changed to 'pro-formas'. 'proforma' changed to 'pro-forma'
79	4.2.91 Critical Success Factors	In first sentence, 'Catalogue' replaced with 'Level'
87	4.3.5.4 The underpinning activities...	In Figure 4.12, in bottom right hand box, 'utilisation' changed to 'utilization'
100	Left-hand column, 4th bullet point	'SPoFs' to 'SPOFs'
112	High-availability design, line 2	'SPoFs' to 'SPOFs'
115	Right-hand column, 1st bullet point	'SPoFs' to 'SPOFs'
127	4.5.2 Scope	In Figure 4.21, in bottom right hand box, 'On going' changed to 'Ongoing'

Page number in printed book	Section	Change made
116	Left-hand column, line 16	'SPoFs' to 'SPOFs'
117	Single Point of Failure analysis	'SPoF' to 'SPOF' wherever mentioned on this page.
133	Line 1	'SPoFs' to 'SPOFs'
134	Immediate recovery	8th line, remove space before inverted comma after 'located' and add space after
145	4.6.5 Process activities, methods and techniques	In Figure 4.27, bold text on left hand side of figure changed to 'Information Security Management System (ISMS)'. Also, change 'categorise' to 'categorize'
147	4.6.6.2 Outputs	2nd bullet point changed to 'An Information Security Management System (ISMS)'
148	4.6.8 Information Management	3 instances of SMIS changed to ISMS
193	6.4.4 IT Designer/Architect	In last para, 2nd and 8th lines, 'organisations' changed to 'organizations'
214	8.5.1 Prerequisites for success	In left hand column, 4th line from bottom, 'Service Transition Pack' changed to 'Service Design Pack'
214	8.5.2 Critical Success Factors...	In penultimate bullet point on page, 'Service Transition Pack' changed to 'Service Design Pack'
229	Appendix A, Table A.1	In right hand column, 3rd line of bullet point, 'organisational' changed to 'organizational'
288	Glossary – Acronyms list	Bottom of page, 'SPF' changed to 'SPOF'
289–315	Glossary – Definitions list	The following acronyms have been deleted from the glossary definition headings: (ASP), (ACD), (AMIS), (BCM), (BCM), (BCP), (BIA), (BSM), (CMIS), (CAB), (COTS), (CFIA), (CI), (CMS), (CSI), (CSF), (eSCM-SP), (FTA), (ISM), (ISMS), (IT), (ISO), (ITSCM), (ITSM), (ISG), (LOS), (M_O_R), (MTBF), (MTBSI), (MTTR), (MTRS), (OGC), (OLA), (PBA), (PIR), (PFS), (QMS), (RFC), (ROI), (SoC), (SAC), (SCM), (SFA), (SIP), (SKMS), (SLA), (SLM), (SLR), (SPM), (SPOF), (SOR), (SCD), (TOR), (TCO), (UC), (VBF)
290	Glossary – Definitions list	'(ACD)' and '(AMIS)' deleted
291	Glossary – Definitions list	Under 'Brainstorming' 'Service Operation' changed to 'Service Design'
311	Glossary – Definitions list	Under 'Single Point of Failure', 'SPF' changed to 'SPOF'
319–334	Index	The page numbers for most of the 'definition' sub entries have been changed – see below
320	Index	Under 'Business Service Management', 'definition' should be indented and 'business unit, definition' should not be indented
322	Index	Under 'Continual Service Improvement', 'definition' should be indented
324	Index	'fulfillment' changed to 'fulfilment'
325	Index	Under 'Information Security Management System', 'definition' should be indented
327	Index	'NAS see Network Attached Storage' deleted
328	Index	'proforma' changed to 'pro-forma'
329	Index	'request fulfillment' changed to 'request fulfilment'
331	Index	Under 'Service Desk', inserted 'of' between 'implementation' and 'new services'

Reviewers

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‘definition’ page references should be amended as follows:

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