

Service Operation

Changes made to Service Operation - 1st impression

Page number in printed book	Section	Change made
ix	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 '
ix	Preface, Contact information	Email address for APMG Service Desk changed to: 'servicedesk@apmgroup.co.uk'
x	Acknowledgements, ITIL authoring team	'Ashley Hannah' changed to 'Ashley Hanna'
x	Acknowledgements, Further contributions	Last paragraph, 'organisations' changed to 'organizations'
x-xi	Acknowledgements, Reviewers	List of Reviewers changed to the following: Jorge Acevedo, Computec S.A; Balaji Alapilla; Valerie Arraj, InteQ; Colin Ashcroft, City of London; William Bagley, Amgreetings; Martijn Bakker, Getronics PinkRocade; Jeff Bartrop, BT & Customer Service Direct; Rajesh Basava Amatyappa Bellary, Satyam; John Bennett, Centram Ltd; Ian Bevan, Fox IT; Enrico Boverino, CA; Bart Van Brabant, Post; Ronald Browning, CA; Stephen Bull, Sierra Systems; Bradley Busch, InTotality; Howard Carpenter, IBM; Liang Cheng, IBM; John Clark, HP; Nicole Conboy, Nicole Conboy & Associates; Sharon Dale, aQuip International; Sandra Daly, Dawling Consultancy; Tony Domain, Blue Yonder; Michael Donahue, IBM; Ken Doughty; Andre J. Emmell, DKMStech; Matthew Evans, Process Worx; Juan Antonio Fernandez, Quint Wellington Redrood; Karen Ferris, Proactive Services; Juan Jose Figueiras, Globant; Liz Gallacher; Rae Garrett, Pink Elephant; Klaus Goedel, HP; David Gooda, Genesys Consulting; Detlef Gross, Automation Consulting Group GmbH; Matthias Hall, University of Dundee; John Hannan, Best Practice IT; Jonas Hansen, MMIT; Oliver Hast, Scoops; Jabe Hickey, IBM; Graham Hill, Metisc; Kevin Hite, Microsoft; Sergio Hrabinski, Xelere; Scott Jaegar, Plexant; Chris Jay; Chunyang Jia, Microsoft; Masthan Kadhar Kadhar, Cognizant; Tony Kelman-Smith, HP; Peter Koepp, Independent; Joanne Kopcho, Capgemini America; Rene van Kuijen; Debbie Langenfield, IBM; Horacio Laprea; Sarah Lascelles, Interserve Project Services Ltd; Peter Loos, Accenture Services GmbH; Marcos Lopez, Microsoft; Emmanuel Marchand, Advens; James Marmion, Yell Group;

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x–xi	<i>Acknowledgements, Reviewers continued</i>	Jesus Martin, Ibermatica SA; Luis Moran, Independent; Steve Morgan, KPMG; Ron Morton, HP; Philip Mougis, TCS; Richard Mulholland, IBM; Ron Muns, HDI; Darren Murtagh, Retravision; Krisna Nugraha, Cleon Consulting; Shuichi Owa, Niandc; Sampo Pasanen, Efecte; Rodrigo Pementa, Pink Elephant; Eddy Peters, CTG; Steve Phelan, Moon Monkey; Carol Piccus, CA; Poul Mols Poulsen, Coop Norden IT; Roger Purdie, The Art of Service; Glen Ralph, iCore Ltd; Padmini Ramamurthy, Satyam Computer Services Ltd; Keith Reynolds, NSS Consulting; Manfred Rieder, HP; Stephanie Roddy, Camelot Group; Mieke Roelens, CTA; Frances Scarff, OGC; Markus Schiemer, Unisys; Barbara Schiesser, Swiss ICT; Klaus Seidel, Microsoft; Migel Sergey; Mamak Shafai; Prakash Sharma; Gilbert Silva, Techbiz Informatica Ltd; Jim Siminoski, Soscorp; Dierk Soellner, Mod-gruppe; Joseph Stephen, Department of Transportation, US Government; Michala Sterling, Mid Sussex District Council; Helen Sussex, Logic acmg; Rohan Thuraisingham, Friends Provident Management Services Ltd; Matthew Tolman, Sandvik; Cheryl Tovizi, MWH Global; Frank Victor, Victor GmbH; Corde Wagner; Christoph Wettstein, CLAVIS klw AG; Andi Wijaya, IBM; Aaron Wolfe, Pink Elephant; Mike Yang, IBM; YoungHoon Youn, IBM.
7	1.2.3.5	'Plan, Do, Check, Act' changed to 'Plan–Do–Check–Act'
41	4.1.5.7	In the third bullet point, 'unauthorised' changed to 'unauthorized'
58	4.4	In first sentence, 'unknown' deleted
59	4.4.5	In second bullet point, '(see this publication for fuller details)' deleted.
61	4.4.5.1	In first bullet point 'an unknown cause' changed to 'a cause'
64	4.4.5.8	'Change Advisory Board Emergency Committee (CAB/EC) to facilitate this urgent action.' changed to 'Emergency Change Advisory Board (ECAB).'
92	5.2.1	Fourth paragraph, 'centralised' changed to 'centralized'
92	5.2.1	Sixth paragraph, 'authorised' changed to 'authorized'
94	5.2.4	First line following the first two bullet points, 'centralised' changed to 'centralized'
102	5.14.1	First paragraph, 'systemised' changed to 'systemized'
114	6.2.4.1	Third bullet point, 'customised' changed to 'customized'
115	6.2.4.2	Fourth paragraph of p.115, 'utilised' changed to 'utilized'
157	7.1.3	'centralised' changed to 'centralized'
167	8.5.1.4	First paragraph, 'specialised' changed to 'specialized'
175	9.3.2	Third bullet point, 'formalised' changed to 'formalized'
217	Appendix F	Second bullet point, 'specialised' changed to 'specialized'
221	Acronyms list	'Data–to–Information–to–Knowledge–to–Wisdom' changed to 'Data-to-Information-to-Knowledge-to-Wisdom'
222	Acronyms list	'PSA' changed to 'PSO'
240	Glossary, Proactive Problem Management definition	After '(Service Operation)', '(Continual Service Improvement)' inserted

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223–250	Glossary terms [deletion of acronyms in brackets]	<p>In the following glossary terms, the acronyms in brackets after the terms were deleted:</p> <ul style="list-style-type: none"> Automatic Call Distribution Business Capacity Management Business Impact Analysis Business Service Management Capital Expenditure Change Advisory Board Commercial Off-The-Shelf Component Failure Impact Analysis Computer Telephony Integration Configuration Item Configuration Management Database Configuration Management System Continual Service Improvement Control Objectives for Information and related Technology Critical Success Factor Definitive Media Library Emergency Change Advisory Board eSourcing Capability Model for Service Providers Fault Tree Analysis Information Security Management Information Technology Interactive Voice Response International Organization for Standardization Internet Service Provider IT Service Continuity Management IT Service Management Forum Key Performance Indicator Known Error Database Management of Risk Mean Time Between Failures Mean Time to Repair Mean Time to Restore Service Office of Government Commerce Operational Expenditure Operational Level Agreement Quality Assurance Quality Management System Recovery Point Objective Recovery Time Objective Request for Change Root Cause Analysis Service Asset and Configuration Management Service Capacity Management Service Failure Analysis Service Improvement Plan Service Knowledge Management System Service Level Agreement Service Level Management Service Level Requirement Service Portfolio Management Single Point of Failure Standard Operating Procedures Statement of Requirements

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223–250	<i>Glossary terms [deletion of acronyms in brackets] continued</i>	Total Quality Management Underpinning Contract User Profile Vital Business Function Work in Progress
254	Index	'Client see also' changed to 'Client see also'