

Service Strategy

Changes made to Service Strategy - 1st impression

Page number in printed book	Section	Change made
xi	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 '
xi	Preface, Contact information	The APMG email address was changed to 'servicedesk@apmgroup.co.uk'
xii	Acknowledgements, ITIL authoring team	'Ashley Hannah' was changed to 'Ashley Hanna'
xii	Acknowledgements, Reviewers	List of reviewers was replaced by the following: John Adam, HP; Allan Aitchison, KPMG; Nathan Akers, Active Consulting; Oscar Almadin, IBM; Iyas Al-Sarabi, Y-consult; Uade Alukpe; Jens Jakob Andersen, Post Danmark A/S; Steve Ashing, Independent; Hartwig Bazzanella; Charles Betz, EDS; Thomas Betz, EDS; Emma Bevan, Afiniti; Michael Billimoria, ITS; Marcus Binet, Redworld; Janaki Chakravarthy, Infosys Technologies Limited; Constantinos Christofi, EMC/Accenture; Jorgen Clausen, Danfoss A/S; Luiz Antonio Comar; Jorge Luis Cordenonsi, IBM; Petrovic Dalibor, Deloitte & Touche, LLP; Graham Donoghue, Ngrid; David Favelle, Lucid IT; Maamar Ferkoun, IBM; Stephen Fritts, CTG Inc; Franco Gaggia, EDS; Mark Gillett, Alvarez and Marsal (Europe) Ltd; Leanne Gregory, IBM Australia Ltd; Geert Hahn, EDS Business Solutions GmbH; Sandra Hendriks, News Ltd; David Hinley, Gnet; Eu Jin Ho, UBS; Caspar Honee, Unisys; Young Hong, Samsung SDS; Chris Hunter, Network Rail Ltd; Peter Isbell; Rene Jacob, HP; Sharma Jitendra, Satyam; David Johnnton, DAJex Ltd; Bill Ye Jun, HP; Jeyaganesh Kannan, IBM; Dwight Kayto, Sasktel; Magda Kilby, Richemont; Eddie Kilkelly, ILX Group; Andreas Knaus, Santix AG; Michael Koerfer; Michael Kresse, Serview; Aron Kumar, Accenture; Soren Laursen, Novo Nordisk A/S; Simon Learoyd, iCore Ltd; Laura Lee, Pink Elephant; Ragnar Loken, RLBR; David Lynch, GCHQ; Jan Mandrup, IBM; Edward Mangiaratti, Court Square Data Group; Jak Marion, Stavtech; Gaetan Mauguin, Bearing Point; Manoj Kumar Mauni, Maersk Global Services Centres; Patrick Mcguire; Daniel McLean, US Cellular Corporation; Chris Molloy, IBM; Michael Muenzinger, EDS; Jason Mugridge, BT; Hamid Nouri, Nouri Associates; Michael Orr, IBM; Joel Pereira, iCore Ltd; Robin Piepjohn, Icisinst; Daniel Rolles, Lend Lease; Oscar Rozalen Gaitan, Comunycarse Network Consultants; Michael Rueggeberg, EDS; Marianna Ruocco, Pink Elephant; Monalisa Sarkar, TCS; Frances Scarff, OGC; Rainer Schmidt, HTV Aalen; Karsten Smet, Microsoft; Martin Steffens, EDS Australia; Harald Steier, Ewico; Thorsten Steiling, Salzgitter Flachstahl GmbH; Mark Ross Sutherland, G2G3; Anil Tamirisa, Accenture; Roy Taylor, Northampton ac; Tikoo Vijay,

Page number in printed book	Section	Change made
xii	<i>Acknowledgements, Reviewers continued</i>	Satyam; Lief Wadhvana, Canada Ontario Government; Jason Week, Microsoft; Mark Whelan, Servo Computer Services; John Windebank, Sun Microsystems Ltd; Frederieke Winkler Prins, Service Management Partners; Zachariah Wyckoff, Microsoft; John Seah Yam-Sung, Everest Innovation Pte Ltd; Rob Young, Fox IT; Steffi Zoeller, EDS.
9	1.2.3.5	'Plan, Do, Check, Act' changed to 'Plan-Do-Check-Act'
51	Figure 3.21	'Fulfillment' was changed to 'Fulfilment' 'Prioritise' was changed to 'Prioritize'
84	4.4.1	In the paragraph beginning 'The form of value ...', 'non-profit organisations' was changed to 'non-profit organizations'
86	4.4.2	In the last paragraph, 'Table 5.3' was changed to 'Table 4.6'
105	Figure 5.3	Middle top box heading: 'Servcie-Oriented' changed to 'Service-Oriented'
105	Figure 5.3	Middle top box, 'Service Oriented Cost Accounting and Identfication' changed to 'Service Oriented Cost Accounting and Identification'
105	Figure 5.3	Lower box, far-right column, 'Traditioinal cost accounting' changed to 'Traditional cost accounting'
105	Figure 5.3	Lower box: 'Est. value of service imprpovement' changed to 'Est. value of service improvement'
114	Figure 5.8	In lower left-hand box, middle section, 'MTTR' changed to 'MTRS' twice
114	Figure 5.8	In lower left-hand box, last line, '24 x7' changed to '24x7'
121	5.3.1.1	In the second paragraph, 'organisation' was changed to 'organization'
157	Table 6.3	In the final row, final column, 'prioritisation' was changed to 'prioritization'
195	9.3.2	In the final paragraph, 'optimisation' was changed to 'optimization'
200	9.5.1	In the final paragraph, 'organisational' was changed to 'organizational' and 'specialised' was changed to 'specialized'
201	Figure 9.5	The two arrows within the large oval, one next to the circle 'Customer assets' and the other next to the circle 'Service assets' have had their directions reversed, so that the first one points upwards (in an anti-clockwise direction), and the second one points downwards (in an anti-clockwise direction).
204	9.5.6	In the first paragraph of page 204, 'actualised' was changed to 'actualized'
234	Glossary	In 'British Standards Institution (BSI)', deleted '(BSI)'
235	Glossary	In 'Business Continuity Management (BCM)', deleted '(BCM)'
235	Glossary	In 'Business Impact Analysis (BIA)', deleted '(BIA)'
235	Glossary	In 'Business Relationship Manager (BRM)', deleted '(BRM)'
236	Glossary	In 'Business Service Management (BSM)', deleted '(BSM)'
236	Glossary	In 'Capital Expenditure (CAPEX)', deleted '(CAPEX)'
237	Glossary	In 'Configuration Management Database (CMDB)', deleted '(CMDB)'
237	Glossary	In 'Configuration Management System (CMS)', deleted '(CMS)'
237	Glossary	In 'Continual Service Improvement (CSI)', deleted '(CSI)'
238	Glossary	In 'Core service package (CSP)', deleted '(CSP)'
238	Glossary	In the definition for 'Cost element', 'cost elements can be further ...' was changed to 'Cost elements can be further ...'
238	Glossary	In the definition for 'Cost Unit', '(Financial Management)' was changed to '(Service Strategy)'
239	Glossary	In 'Critical success factor (CSF)', deleted '(CSF)'
239	Glossary	In 'Data-to-Information-to-Knowledge-to-Wisdom (DIKW)', deleted '(DIKW)'
240	Glossary	In 'eSourcing Capability Model for Service Providers (eSCM-SP)', deleted '(eSCM-SP)'
241	Glossary	In 'Failure Modes and Effects Analysis (FMEA)', deleted '(FMEA)'

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242	Glossary	In 'Information Security Management (ISM)', deleted '(ISM)'
242	Glossary	In 'Information Technology (IT)', deleted '(IT)'
242	Glossary	In 'Interactive Voice Response (IVR)', deleted '(IVR)'
242	Glossary	In 'Internal Rate of Return (IRR)', deleted '(IRR)'
243	Glossary	In 'International Organization for Standardization (ISO)', deleted '(ISO)'
243	Glossary	In 'IT Service Management (ITSM)', deleted '(ITSM)'
244	Glossary	In 'Lines of Service (LOS)', deleted '(LOS)'
244	Glossary	In 'Mean Time Between Failures (MTBF)', deleted '(MTBF)'
244	Glossary	In 'Mean Time To Repair (MTTR)', deleted '(MTTR)'
244	Glossary	In 'Mean Time to Restore Service (MTRS)', deleted '(MTRS)'
245	Glossary	In 'Net Present Value (NPV)', deleted '(NPV)'
245	Glossary	In 'Office of Government Commerce (OGC)', deleted '(OGC)'
246	Glossary	In 'Pattern of business activity (PBA)', deleted '(PBA)'
248	Glossary	In 'Request for Change (RFC)', deleted '(RFC)'
249	Glossary	In 'Return on Investment (ROI)', deleted '(ROI)'
249	Glossary	In 'Separations of Concerns (SoC)', deleted '(SoC)'
250	Glossary	In 'Service Level Agreement (SLA)', deleted '(SLA)'
250	Glossary	In 'Service Level Management (SLM)', deleted '(SLM)'
250	Glossary	In 'Service Level Package (SLP)', deleted '(SLP)'
250	Glossary	In 'Service Level Requirement (SLR)', deleted '(SLR)'
251	Glossary	In 'Service Portfolio Management (SPM)', deleted '(SPM)'
251	Glossary	In 'Service Provider Interface (SPI)', deleted '(SPI)'
251	Glossary	In 'Service Provisioning Optimization (SPO)', deleted '(SPO)'
253	Glossary	In 'Total Cost of Ownership (TCO)', deleted '(TCO)'
253	Glossary	In 'Total Cost of Utilization (TCU)', deleted '(TCU)'
254	Glossary	In 'User Profile (UP)', deleted '(UP)'