

Service Transition

Changes made to Service Transition - 1st impression

Page number in printed book	Section	Change made
iii	Contents list	Page numbers changed for first six entries to: iv, vi, vii, viii, x, xi
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, Chief Architect and authors	'Ivor MacFarlane' changed to 'Ivor Macfarlane'
xi	Acknowledgements, ITIL authoring team	'Ashley Hannah' changed to 'Ashley Hanna'
xi	Acknowledgements, Reviewers	List of Reviewers changed to the following: Alfonso Abad, HP; Simon Adams, Lloyds TSB; Terry Adams, iCore Ltd; Tina Anderson, IBM; Daniel Andrade, Pink Elephant; Deborah Anthony, HP; Ramirez Arnoldo; Andrew Atencio; Graham Barnett, Fujitsu Services; Piet Beek; Karen Benitez; James Biglin, Lloyds TSB; Robert Blackburn, HP; Roland Boettcher, Fachhochschule Bochum; Maarten Bordewijk, Getronics PinkRoccade NL; Elizabeth Brewster, Itech Consulting; Joshua Brusse; Gerban Cadee; Alison Cartlidge, Xansa; Chia-jen liu Chyan, HP; Jane Cooney; David Clifford, PRO-ATTIVO; Lynda Cooper, Fox IT; Stewart Crymble, HP; Helen Curran, IBM; Alvin Deen, HP; Thiemo Doleski, iCore Ltd; Paul Donald, Lucidit; James Doss, UD Defense Intelligence Agency; Jenny Ellwood-Wade, Bowood Ltd; Anneriek Favelle, Lucidit; James Finister, PA Consulting; Vitaly Frolov, Motorola; Frank Gogola, Mayer, Brown, Rowe & Maw, LLP; Ian Gunning, Standard Life Assurance plc; Susan Hall, University of Dundee; Gregory Hines; Andreas Hoffmann, Value 4 Business; Liz Holmes, iCore Ltd; Wim Hoving, BHVB; Alison Howitt, The Scottish Parliament; Michael Hughes, Sensis; Robin Hysick, Pink Elephant; Steve Ingall, Fox IT; Samantha Keyse; Daniel Klemm, IBM; Lasse Wilen Kristensen, Microsoft; Horacio Laprea, HP; Marty Larsen, Microsoft; Volker Leitzgen, Microsoft; Peter Lijnse, Service Management Art; Kerry Litten, INS Ltd; Donald MacLean; Venugopal Maddukuri, UCB Group;

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xi	<i>Acknowledgements, Reviewers continued</i>	Ramachandra-Rao Madhukar; Brenda McCabe, McCain Foods; Peter McLoughlin, ConnectSphere; Vinay Nikumbh, Quint Wellington Redwood India Consulting; Tsuyoshi Ohata, NEC; Sekhar Pidathala, UBS; Christian Piechullek, Prinovis Ahrensburg GmbH & Co KG; Mikhail Pototskiy, IT expert; David Pultorak; Glen Purdy, Fujitsu Consulting; Doug Read, Dreamland Consultants Ltd; Douglas Read, Proattivo; Neil Reynolds, NHS; Jonathan Ridler, HP; Luis Rodriguez, CA; Gerard Roth, Microsoft; Frances Scarff, OGC; Steffan Scholtze; Moira Shaw, Xansa plc; Dejan Sloker, Deloitte; Marco Smith, iCore Ltd; John Sowerby, DHL Information Services; George Stark, IBM; Randy Steinberg, ITSM Strategies Inc; Michal Tepczynski, Nokia Finland; Kay Thomas, iCore Ltd; Adrian van de Rijken, Plexent; Bruce Weiner, GEICO; Natalie Welch, Severn Trent Systems; Kathleen Wilson, Microsoft; Abbey Wiltse, ITpreneurs; Grover Wright, Computacenter Services; Robin Yearsley; Graham Youngs, TCS.
90	Figure 4.20	'Assume deployment ...' changed to 'Assure deployment ...'
123	4.5.4.6, <i>User testing – application, system, service</i>	First sentence: 'Testing is comprised of tests' changed to 'Testing comprises tests'
146	4.7.4.1	N-rules in the heading and in the first sentence changed to hyphens, to read: 'Data-to-Information-to-Knowledge-to-Wisdom'
223	Acronyms list	For the 'DIKW' entry, N-rules changed to hyphens, to read: 'Data-to-Information-to-Knowledge-to-Wisdom'
232	Glossary	'Data-to-Information-to-Knowledge-to-Wisdom' changed to 'Data-to-Information-to-Knowledge-to-Wisdom'
236	Glossary	For the entry for Knowledge Management, in the glossary definition, 'Data-to-Information-to-Knowledge-to-Wisdom' changed to 'Data-to-Information-to-Knowledge-to-Wisdom'
225–250	Glossary, Definitions list	In the following glossary terms, the acronyms in brackets after the terms were deleted: British Standards Institution Business Continuity Plan Business Service Management Change Advisory Board Commercial Off-The-Shelf Configuration Item Configuration Management Database Configuration Management System Continual Service Improvement Control Objectives for Information and related Technology Core Service Package Critical Success Factor Data-to-Information-to-Knowledge-to-Wisdom Definitive Media Library Emergency Change Advisory Board eSourcing Capability Model for Service Providers Information Security Management Information Technology International Organization for Standardization IT Service Continuity Management IT Service Management Key Performance Indicator Known Error Database Management of Risk

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225–250	<i>Glossary, Definitions list continued</i>	Mean Time to Repair Mean Time to Restore Service Office of Government Commerce Operational Level Agreement Pattern of Business Activity Post-Implementation Review Projected Service Outage Quality Assurance Quality Management System Request for Change Return on Investment Root Cause Analysis Service Acceptance Criteria Service Asset and Configuration Management Service Improvement Plan Service Knowledge Management System Service Level Agreement Service Level Management Service Level Package Service Level Requirement Service Portfolio Management Service Provider Interface Terms of Reference Total Cost of Ownership Total Cost of Utilization Underpinning Contract User Profile
253	Index	'authorisation' changed to 'authorization'
254	Index	'culture within organisations' changed to 'culture within organizations' ' <i>see also organisational change</i> ' changed to ' <i>see also organizational change</i> ' N-rules changed to hyphens in 'Data-to-Information-to-Knowledge-to-Wisdom'
255	Index	' <i>Eight steps to transforming your organisation</i> ' changed to ' <i>Eight steps to transforming your organization</i> '
256	Index	Under the entry for 'normal change procedures', 'authorisation' changed to 'authorization'
257	Index	Under the entry for 'organizational change', 'organisational culture' changed to 'organizational culture' Under the entry for 'organizational change', 'see also culture within organisations' changed to 'see also culture within organizations'
259	Index	Under the entry for 'Service Transition', 'role in organisational change' changed to 'role in organizational change'

