Integrated Measurement - KPIs and Metrics for ITSM: A Narrative Account

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By Daniel McLean

IT Governance Publishing, United Kingdom, 2013. Paperback. Book Condition: New. 213 x 137 mm. Language: English . Brand New Book ***** Print on Demand *****. Understand Metrics and KPIs for IT Service Management When companies look to identify opportunities for improvement, they often turn to Key Performance Indicators (KPIs) to measure their current performance in achieving business strategies and objectives. There is a common misconception, however, that KPIs are simple measurements that are easy to create, and that the mere act of this measurement will cause people to change their behaviour and improve their performance without additional intervention. Learn to implement an ITSM KPI management system Integrated Measurement - KPIs and Metrics for ITSM is the third title in a series designed to explain, at an operational level, how to implement new processes within an organisation, and how to facilitate the necessary changes to people s behaviour, in order to make that implementation a success. Real-world KPI experience Through an engaging narrative story, this volume in the series looks at the implementation of a KPI management system. Through the central character, readers witness (and learn from) real-world conversations and situations that are commonplace in an everyday business environment. The characters...

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