

ITIL SERVICE MANAGEMENT DEFINITION%0A

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[Glossar zu IT Service Management: Was ist was bei ITIL und ...](#)

Service Level Management. In ITIL ist damit jener Prozess gemeint, der für das Aushandeln erreichbarer SLAs verantwortlich ist - und dafür, dass die Vereinbarungen auch eingehalten werden. Service Level Management sorgt idealerweise dafür, dass alle ITSM-Prozesse, operativen SLAs und unterstützten Verträge geeignet für die vereinbarten Service Level-Ziele sind. Miteingeschlossen sind:

[ITIL-Glossar | IT Process Wiki](#)

Im ITIL-Glossar finden Sie die Definitionen der wichtigsten Begriffe und Acronyme zur IT Infrastructure Library ITIL (ITIL 2011, ITIL V3 & V2) und zum IT Service Management (ITSM) in alphabetischer Reihenfolge.

[ITIL-Prozesse | IT Process Wiki](#)

Ziel: ITIL sieht die Aufgabe des IT Service Managements im Implementieren und Verwalten von qualitätsbasierten IT-Services, die den Anforderungen des Business gerecht werden. Das IT Service Management (ITSM) wird von IT-Service-Providern mithilfe einer geeigneten Kombination aus Personen, Prozessen und Informationstechnologie durchgeführt.

[ITIL Service Level Management | ITIL Tutorial | ITSM ...](#)

In this tutorial, we will discuss the ITIL Service Level Management Process. In this chapter, you will learn the Definition, Objective, Activities, Scope, Roles, and Sub-Process of Service Level Management - ITIL V3 Process. [ITIL Definition | Gabler Wirtschaftslexikon](#)
Ausführliche Definition Abk. für IT Infrastructure Library; Sammlung von Best bzw. Good Practices im IT Service Management, die über Regeln Aufbau- und Ablauforganisation sowie die benötigten Werkzeuge im IT-Dienstleistungsbereich beschreibt.

[itilschulung.de - ITIL Service Management](#)

ITIL Service Management. Per Definition bedeutet itil service management, dass man Standardisierungen für Methoden und Prozesse vornimmt, um alle spezialisierten organisatorischen Fähigkeiten untereinander so koordinieren zu können, dass der Mehrwert für den Kunden in Form von Services in möglichst kosten- und nutzeneffizient generiert werden.

[Rollen in ITIL | IT Process Wiki](#)

Rollen werden innerhalb von ITIL bzw. IT Service Management verwendet, um Verantwortlichkeiten festzulegen. Insbesondere werden sie dazu genutzt,

Prozess-Verantwortliche für die unterschiedlichen ITIL-Prozesse zu bestimmen.

IT-Service-Management

Strategisch aufgestellte und wertschöpfende IT. Materna realisiert seit vielen Jahren sehr erfolgreich IT-Service-Management-Lösungen. Wir verfügen über tiefes, branchenübergreifendes Wissen über Prozesse und Organisationsstrukturen zur optimierten Planung, Erbringung und bewachung von IT-Services.

ITIL.org - Service Management

Was ist Service Management? Ziel von Service Management ist die Koordination von spezifischen, technischen und organisatorischen Ressourcen, um den Kunden einen Wertbeitrag in Form von Services zu liefern.

IT-Service-Management Wikipedia

IT-Service-Management (ITSM) bezeichnet die Gesamtheit von Maßnahmen und Methoden, die nötig sind, um die bestmögliche Unterstützung von Geschäftsprozessen (GP) durch die IT-Organisation zu erreichen.

Was ist ITIL? - SERVICEVIEW - Training & Consulting

ITIL gilt dabei als der weltweite Industriestandard für Service Management für jegliche Service-Organisationen (z.B. IT, Marketing, HR, After-Sales, Field und Facility Management). Eingesetzt wird ITIL heute in kommerziellen und nichtkommerziellen Organisationen auf der ganzen Welt.

IT Service Management (ITSM) - searchdatacenter.de

Zu den bekanntesten Frameworks zum IT Service Management gehören COBIT, Six Sigma, Microsoft Operations Framework, ISO 20000, TOGAF und ITIL.

IT service management - Wikipedia

IT service management (ITSM) refers to the entirety of activities directed by policies, organized and structured in processes and supporting procedures that are performed by an organization to design, plan, deliver, operate and control information technology (IT) services offered to customers.

ITIL.org - Service

ITIL (IT Infrastructure Library) ist der weltweite De-facto-Standard im Bereich Service Management zur Planung, Erbringung und Unterstützung von IT Serviceleistungen.