



Foundations of Service Level Management

By Sturm, Rick; Morris, Wayne

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Summary: Introduction.I: THEORY AND PRINCIPLES. 1. The Challenge.Mission Impossible. Divergent Views. Technical Challenge. What Is SLM? Pros and Cons. Other Service Providers. The Importance of SLM. Why Now? Summary.2. The Perception and Management of Service Levels.Availability. Performance. Workload Levels. Security. Accuracy. Recoverability. Affordability. Summary.3. Service Level Reporting.Audience. Types of Reports. Frequency of Reporting. Real-Time Reporting. Summary.4. Service Level Agreements.The Need for SLAs. Functions of SLAs. Types of SLAs. SLA Processes. Summary.5. Standards Efforts.IT Infrastructure Library. Distributed Management Task Force (DMTF) SLA Working Group. Internet Engineering Task Force (IETF)-Application Management MIB. Application Response Measurement Working Group. Summary.II: REALITY. 6. Service Level Management Practices.Lack of Common Understanding. Current Service Level Management Practices. Summary. References.7. Service Level Management Products.Monitoring Tools. Reporting Tools. SLM Analysis. Administration Tools. Summary.III: RECOMMENDATIONS. 8. Business Case for Service Level Management.Cost Justifying Proactive Service Level Management. Quantifying the Benefits of Service Level Management. A Sample Cost Justification Worksheet. Summary.9. Implementing Service Level Management.Planning the Rollout. Going Live with SLM. Following Through. Summary.10. Capturing Data for Service Level Agreements (SLAs).Metrics for Measuring Service Levels.

Reviews

This publication is wonderful. it was actually writtern very completely and beneficial. You may like the way the writer compose this publication.

-- **Prof. Aisha Mosciski PhD**

It is simple in read through safer to comprehend. This is for anyone who statte that there was not a really worth reading through. It is extremely difficult to leave it before concluding, once you begin to read the book.

-- **Samanta Klein**