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ITSM measurements generally come in four categories (Compliance, Quality, Performance, Value), and careful planning must take place to ensure that process measurements are chosen from all categories (thus a 'balanced' approach). Proof it is happening What MUST happen Process Objective(s) that support the Process Purpose

Measuring ITSM - Pink Elephant
If you're in the market for a new ITSM tool, you'll want to take a look at our guide to proper implementation, along with tips for how your solution can help you provide value to the business (and show that IT is a contributor to the bottom line, not a cost center) by measuring meaningful metrics.

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Any book like this is going to be difficult. This particular book is intended for the absolutely novice to ITIL or ITSM in general. For those not used to using metrics, it presents a useful overview of what to collect, and what value that information may be (and all kudos to the author, they include things beyond the normal Incident, Change, Problem Management that appears to occupy 80% of ...

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