

## **SERVICE AGREEMENTS: A MANAGEMENT GUIDE**

### **1. A Service Management Overview**

Managing Service Levels  
Definitions of Service Management  
Elements of Service Management  
The Importance of Service Management  
The Benefits of Service Management  
Return on Investments in Service Management Solutions  
Current Service Management Problems  
Successful Service Management  
A Framework for Service Management  
Conclusion

### **2. A Framework for the Implementation of Service Management**

Introduction  
Phase 1: Foundation  
Phase 2: Managed Services  
Conclusion

### **3. A Model for the Development of a Service Catalogue**

Introduction  
Components for the ICT Service Catalogue  
Service Catalogue Development  
Conclusion

### **4. A Model for the Negotiation and Development of Service Agreements**

Introduction  
The Development Team  
Development Principles  
The Service Level Agreement Specification  
Sign-off and Promotion  
Conclusion

### **5. Conclusion**

### **6. Bibliography**

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