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availability in terms that can be  
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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

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all categories (thus a 'balanced' approach). Proof it is happening What MUST happen Process Objective(s) that support the Process Purpose

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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.

## **ITSM Best Practices for Implementation and Measuring Success**

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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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