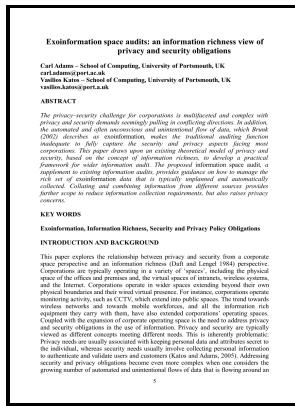


# Information audits - an SLA information kit.

## Special Libraries Association - What is an SLA? Best practices for service



Description: -

- Aggregates (Building materials) -- Manitoba -- Winnipeg region.

Constitutional law -- Mexico.

Goodwin, Sage, 1904- -- Themes, motives.

Information audits -- United States.

Special libraries -- United States -- Evaluation. Information audits - an SLA information kit.

- Information audits - an SLA information kit.

Notes: Includes bibliographical references.

This edition was published in 1996



Filesize: 23.49 MB

Tags: #Audit

## What is an SLA? Best practices for service

Keywords: Information Management, Information Audit, Information Resources, Case Study, Information problems. Why do I need an SLA? Terri Moran Paul Hanson Partners, a division of Specialty Programs Group, LLC P. Should the service provider be acquired by or merge with another company, the customer may expect that its SLA will continue to be in force, but this may not be the fact.

## 10 ways to get the most out of your IT audits

For example, if the client provides change specifications for application code several weeks late, it is unfair and demotivating to hold the service provider to a pre-specified delivery date. Whether or not there is wiggle room, it is critical to the SLAs in a cloud computing contract to determine whether they present any significant risk. A typical mistake is to penalize the service provider for delays caused by the client's lack of performance.

## What is an SLA? Best practices for service

The information audit: An integrated strategic approach.

## Service Level Agreement

Wagga Wagga, NSW: Centre for Information Studies, Charles Sturt University. There is absolutely no need to re-invent the wheel! Following are answers to common questions about SLAs and tips on how your organization can craft effective SLAs with your vendors and partners. It is a critical component of any technology vendor contract.

## 10 ways to get the most out of your IT audits

Information Management and Business Review, 9 3 , 27—39. The research was conducted at Language Centre of Nusa Cendana University in Kupang — East Nusa Tenggara.

## Using SLA Compliance as a Service Desk Metric

Beyond listing expectations of service type and quality, an SLA provides remedies when requirements aren't met. . In choosing metrics, examine your operation and decide what is most important.

## Related Books

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