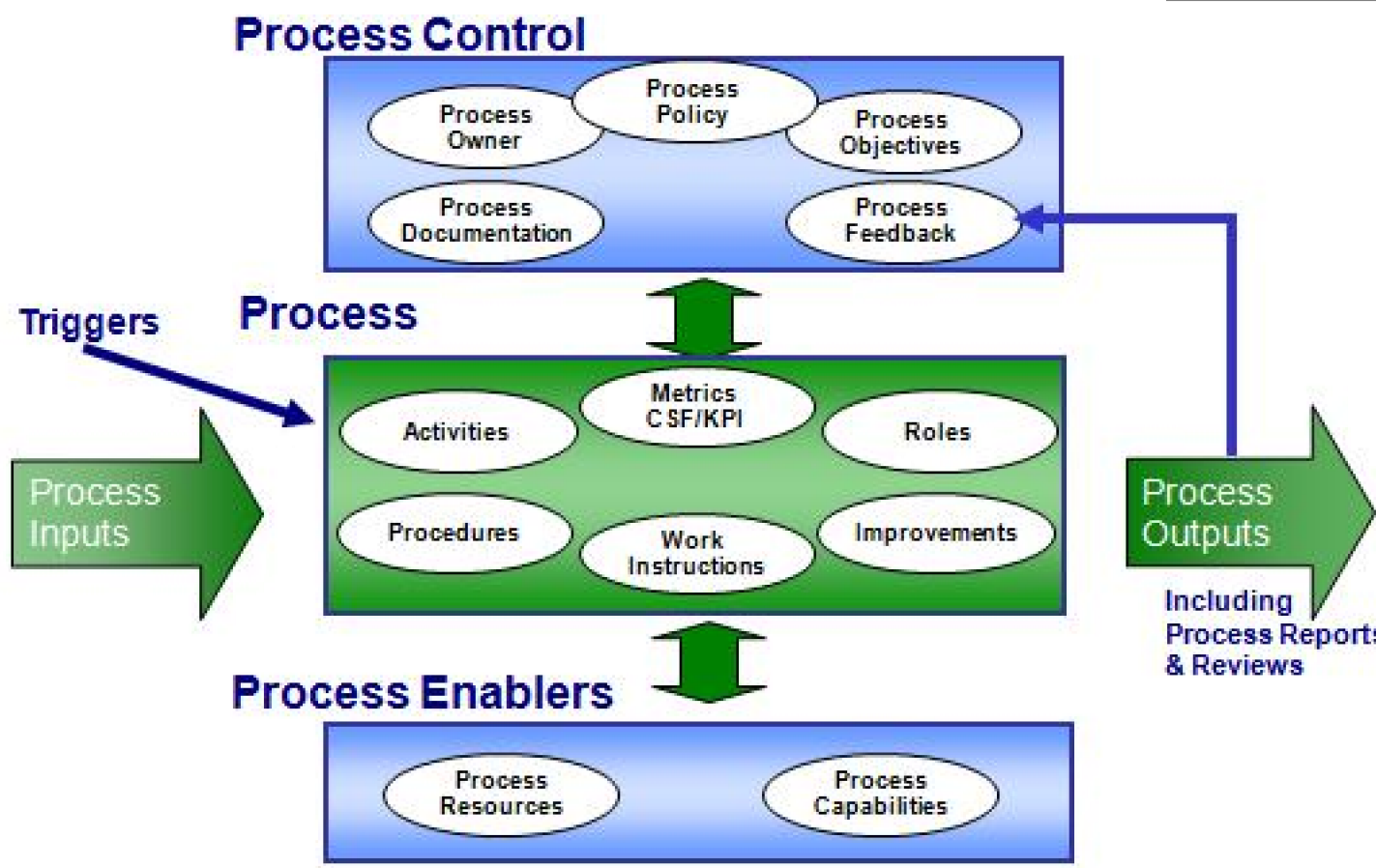
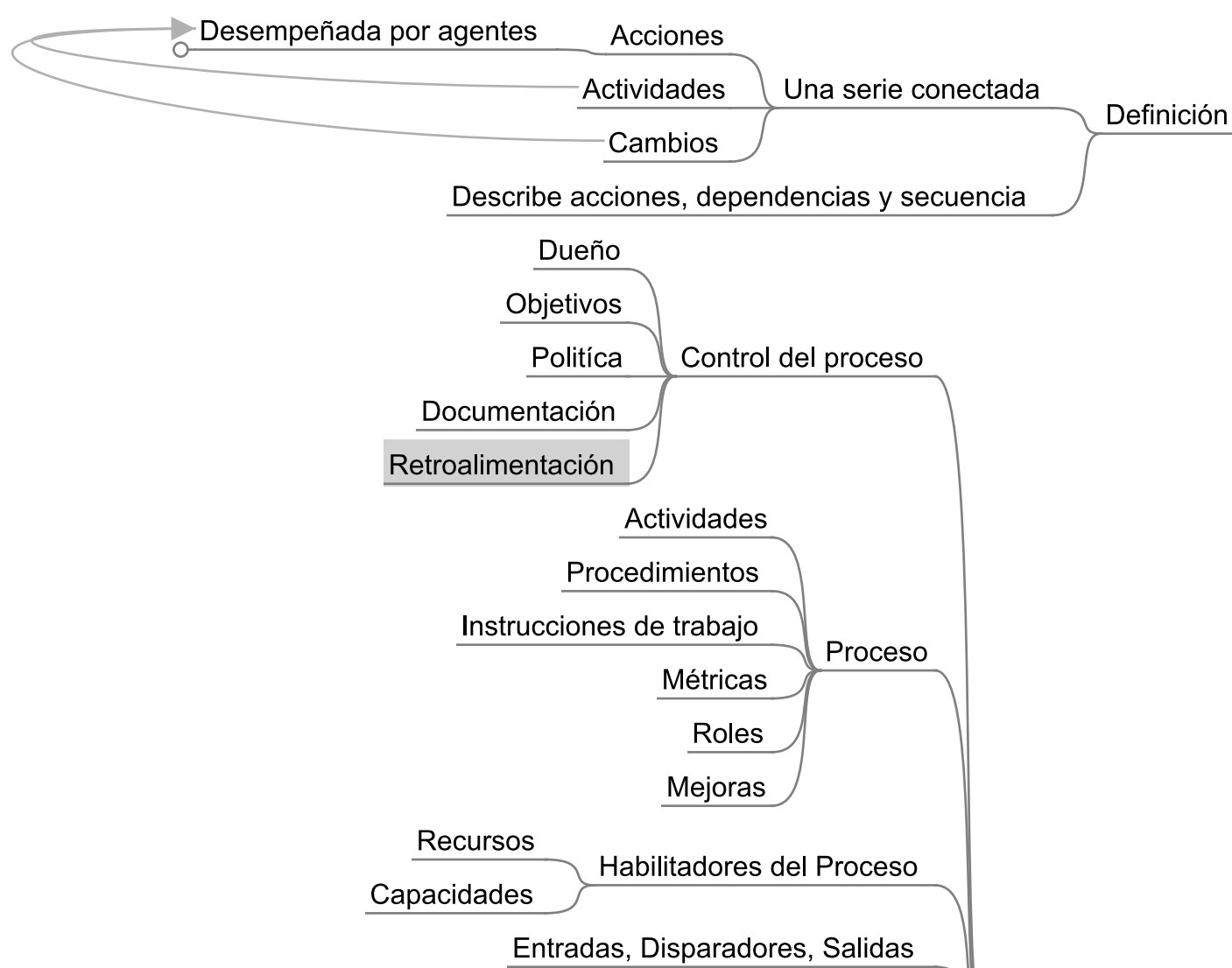


Buenas Prácticas
(Good Practices)



Proceso

Introducción a ITIL

Service Lifecycle

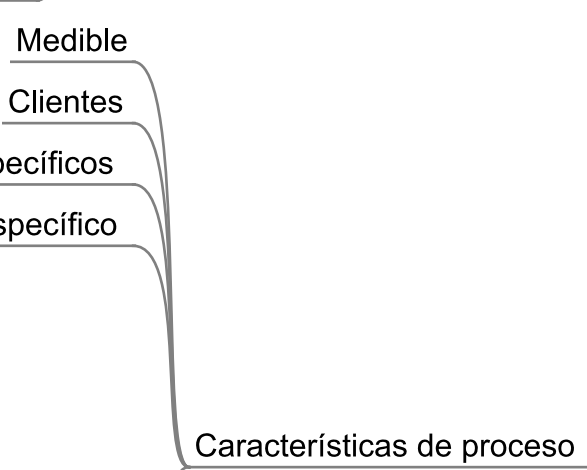
Estrategia del Servicio
(Service Strategy)

Diseño del Servicio
(Service Design)

Transición del Servicio
(Service Transition)

Operación del Servicio
(Service Operation)

Mejora Continua del Servicio
(Continual Service Improvement)



Diagrama

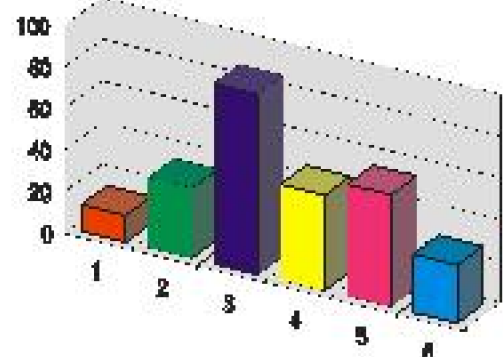
Customers



Responds To
Specific Event

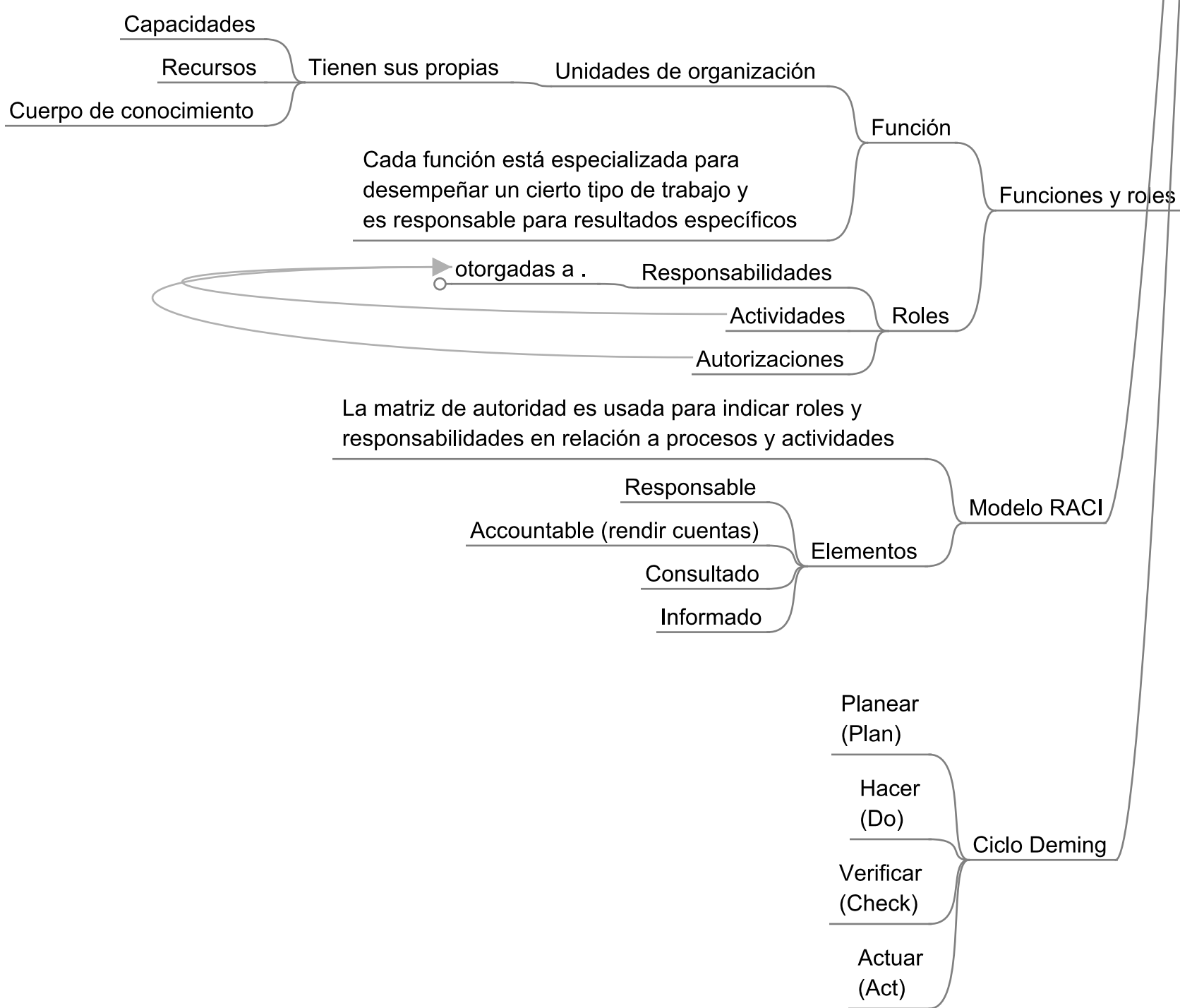


Measurable



Specific Results

Incident Management Report	
Number of Incidents	<input checked="" type="checkbox"/>
Number Closed	<input checked="" type="checkbox"/>
Number Open	<input checked="" type="checkbox"/>
Number Escalated	<input checked="" type="checkbox"/>
Number Resolved	<input checked="" type="checkbox"/>



Servicio



Métricas

Gobierno Empresa

Selección Herramienta