



## The Complete Guide to I.T. Service Level Agreements: Aligning IT Services to Business Needs (Paperback)

By Andrew N Hiles

Rothstein Associates Inc., United States, 2003. Paperback. Condition: New. 3rd ed.. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*. Most suppliers lose around 16 of their customers each year. The reason? Poor service - whether perceived or real. Any technologybased support service, whether in-house, contracted or outsourced, stands to be accused of being insensitive to the requirements of its customers (or users). Equally, customers of a support service may have unrealistic expectations of what can be reasonably provided. Service Level Agreements (SLAs) can overcome these gulfs. A Service LevelAgreement can create harmony between parties and can prevent disputes betweencustomers and suppliers. It can justify investment and identify the right quality of service. It can mean the difference between business success and failure.SLAs are potentially a strategic tool to align all support services (particularly IT) directly to business mission achievement. In the past, few organizations used them in this way. Armed with this book and the optional companion SLA FRAMEWORK, more and more businesses are now succeeding. Where are SLAs going? Increasingly business-focused. Increasingly measured inreal-time. Simple documents that cover complex service infrastructures. Providing a competitive edge. Embracing penalties. The brave, who commit to tight SLAs and perform against them will win the commercial...



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