

ITIL Adoption Accelerating In IT Service Management

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Presented By:



Peter O'Neill
Principal Analyst
Forrester Research
GmbH and Co. KG

Description

The presentation will discuss the essential elements of building a solid SLM strategy as well as practical recommendations for implementing an effective SLM system using the recommendations of the IT Infrastructure Library (ITIL).

Agenda

- Essential elements of an effective SLA, as well as SLM systems.
- Which metrics to measure and which to avoid.
- Measurement frequency — how often should SLA metrics be measured and reported?
- What to look for in an SLM software solution.
- The role of ITIL.

Vendors mentioned: BMC, CA, Digital Fuel, HP, IBM, Managed Objects, Mercury, Oblicore, and OpTier.

Related Research

[Implementing BSM: Keep The Big Picture In Mind If You Want To Reap The Full Benefits](#)

[The Infrastructure Management Pendulum Is Still In Full Swing](#)