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Why KPIs are NOT measures - the difference between metrics and KPIsMeasuring Itsm Measuring Reporting And Typing/grammar errors, and a but "thin" in content... It gets three stars because the intro is ok, but I find the actual number of metrics, KPI's and CSF's for each ITIL process to be few and it leaves a sketchy impression as to how deep the author really has thought about the content in the book.

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ITSM Best Practices for Implementation and Measuring Success

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