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step is to bring these process measures together in a way that will allow an organization to determine the health and effectiveness of their

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overall ITSM process capability, support ITSM governance, and drive continual service improvement. The most effective way to accomplish this is through an ITSM Balanced scorecard.

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Measuring business disruption. Very few organizations that I've worked with collect data on the actual business impact of incidents. They may measure the duration of the incident by comparing the time that an incident is logged with the time it's closed, but this doesn't give a good measurement of the user impact.

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