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<http://www.thegreymatters.com/Publications/ITIL-Key-Element-Guides/Key-Element-Guide-ITIL-Service-Transition>

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<http://www.tcox.cz/manual/itil-key-element-guide-service-design/>

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ITIL Service Transition: Key topics covered include service value design within ITIL is understood to encompass all elements relevant to technology

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This includes regular quality assessments of the IT Service Management processes. ITIL Key with elements from COBIT . More Service Transition. KPIs Change
http://wiki.en.it-processmaps.com/index.php/ITIL_Key_Performance_Indicators

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