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Yi-Tong Ma

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strategic and tactical direction and value proposition of IT in support of organizations Much has been written and documented about the individual components of IT Governance such as strategic planning demand management program and project management IT service management strategic sourcing and outsourcing performance management metrics compliance and others Much less has been written about a comprehensive and integrated approach for IT Business Alignment Planning Execution and Governance This title fills that need in the marketplace and offers readers structured and practical solutions using the best of the best practices available today The book is divided into two parts which cover the three critical pillars necessary to develop execute and sustain a robust and effective IT governance environment Leadership people organization and strategy IT governance its major component processes and enabling technologies Each of the chapters also covers one or more of the following action oriented topics the why and what of IT strategic planning portfolio investment management decision authority etc the how of IT Program Project Management IT Service Management including ITIL Strategic Sourcing and outsourcing performance risk and contingency management including COBIT the Balanced Scorecard etc and leadership team management and professional competences **Operational Support and Analysis** John Sansbury,2010 This user friendly book will help candidates pass the ITIL OSA Intermediate examination It references the source material from the core ITIL texts and helps readers make sense of the technical and complex ITIL terminology

ITIL V3 foundation handbook Office of Government Commerce, Simon Adams, 2009-06-16 A quick reference revision guide which has been designed to help students sitting the Foundation Exam This edition is updated to the 2009 syllabus The title also acts as a key reference aid for managers practitioners vendors and consultants in the workplace and while travelling This publication provides an introduction to the ITIL V3 Service Lifecycle model and an overview of the ITIL V3 qualification structure The guide contains a chapter on each of the components of the Lifecycle Service Strategy Service Design Service Transition Service Operation and Continual Service Improvement These chapters contain an overview of each of the processes and functions in the lifecycle including value scope activities and metrics **ITIL 4 Foundation Exam Study** Guide Georgio Daccache, Achieve success in your ITIL4 Foundation Exam on the first try with this new and exclusive preparation book This Exclusive Book is a preparation for students who want to Successfully pass the ITIL4 Foundation exam on the first Try Here I ve brought Top new and recurrent Exam Practice Questions for ITIL4 Foundation exam so that you can prepare well for this exam This Exclusive book is aligned with the ITIL4 Foundation Exam Latest edition and covers all the exam s topics that a candidate needs to understandin order to pass the exam successfully The book practice tests contain exclusive up to date content that is designed to match the official exam The Practice tests will help you gaining more knowledge and more confidence on exam preparation You will be able to self evaluation against the real exam content This book of exclusive practice tests will test you on questions asked in the actual Exam This exam is intended for candidates no matter their prior knowledge or experience Save both time and money by investing in this book which covers all the topics

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need whether they re designing trustworthy services running high stakes operations or hardening the management plane Along the way you ll find field tested artifacts you can adopt immediately triage matrices runbooks CAB checklists CMDB modeling hints KPI menus and SLA templates What s inside is purpose built for optical engineers and operations leaders It translates ITIL's language of value practices and the service value system into the day to day motions of OTN work planning wavelengths operating multivendor ROADMs restoring service after fiber cuts rolling out software safely and proving compliance Who benefits Network and transmission engineers gain repeatable operating models that cut MTTR and raise change success rates NOC leaders service managers and security governance teams get clear roles communications playbooks and defensible controls Executives and program managers get a common vocabulary to align investments with outcomes What you ll be able to do Build a shared foundation SVS guiding principles utility vs warranty so mixed v3 v4 environments can move forward together Design services people can trust latency jitter targets ODUflex profiles diverse routing and acceptance criteria that reflect what good looks like Operate with clarity under pressure incident request practices tuned to BER spikes OSNR degradation and control plane faults Stop repeat failures problem management anchored in TCM FEC power telemetry with a living known error library Make change safe and fast from MoPs and canary upgrades to automated rollbacks across line systems transponders and NMS SDN software See what matters Monitoring Event Management that collapses alarm storms to root cause and reports service level health customers understand Protect what matters information security for OTN multi layer encryption hardened management plane audit ready evidence Treat suppliers and assets like part of the service scorecards lifecycle plans and spares strategies tied to SLA risk Turn configuration into truth use the CMDB live inventory for impact analysis restoration and safe delivery Measure baseline improve build dashboards around MTTR change success OSNR FEC headroom and customer sentiment Why it matters now Adopting even a subset of these practices lowers operational risk increases reliability clarifies accountability and creates measurable customer visible improvement It replaces heroics with repeatable excellence and turns every wavelength you Become ITIL Foundation Certified in 7 Days Abhinav Krishna Kaiser, 2016-12-30 light into capacity and confidence Pass the ITIL Foundation examination by learning the basics of ITIL and working through real life examples This book breaks the course down for studying in 7 days with 3 hours a day which means at the end of a week you are ready to pass the exam You ll also see tips and an array of sample questions as well as FAQs on ITIL All this will prepare you for the examination and give you the knowledge required to pass with flying colors After using Become ITIL Foundation Certified in 7 Days and earning the ITIL Foundation certification you ll be well placed to get the career you always wanted What You Will Learn Gain ITIL basics the entire syllabus designed of the ITIL Foundation certification Obtain a deep rooted understanding of ITIL topics and not textbook knowledge Prepare for the ITIL Foundation examination Sort out career related queries and decide whether ITIL will aid your career Who This Book Is For IT professionals from the IT services industry are the primary

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