

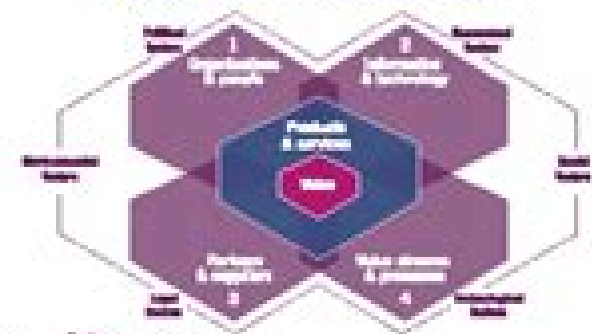
Guiding Principles



Service Value Chain



Four Dimensions



Continual Improvement

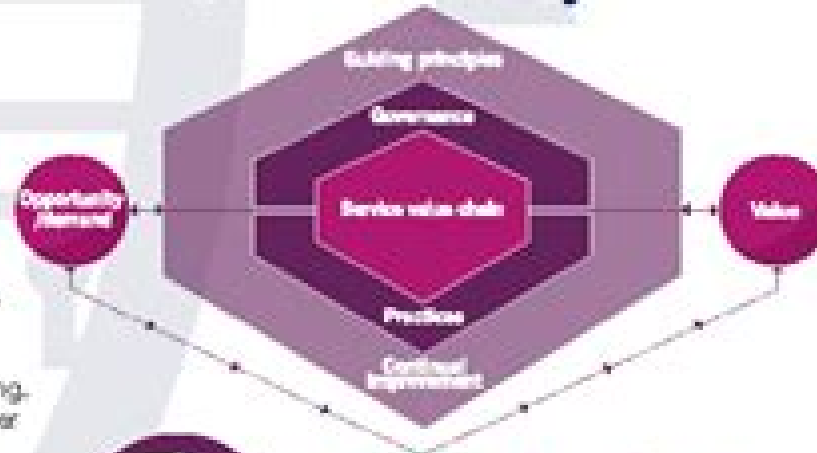


What is service?

A **service** is a means of enabling value co-creation by facilitating outcomes that customers want to achieve without the customer having to manage specific costs and risks.

- **Value** is the perceived benefits, usefulness, and importance of something.
- An **outcome** is a result for a stakeholder enabled by one or more outputs.
- **Cost** is the amount of money spent on a specific activity or resource.
- **Risk** is a possible event that could cause harm or loss, or make it more difficult to achieve objectives.

Service Value System



Utility/Warranty

Utility is the functionality offered by a product or service to meet a particular need.

•What a service does (fit for purpose)

Warranty is the assurance that a product or service will meet agreed requirements.

•How a service performs (fit for use)



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ITIL® 4 Essentials: Your essential guide for the ITIL 4 Foundation exam and beyond, second edition Claire Agutter, 2020-04-28 ITIL 4 Essentials contains everything you need to know to pass the ITIL 4 Foundation Certificate plus more It covers practices and concepts that are not addressed as part of the Foundation syllabus making it ideal for newly qualified practitioners This second edition has been updated to align with amendments to the ITIL 4 Foundation syllabus

ITIL® 4 Foundation Courseware - English Van Haren Learning Solutions a.o., 2019-02-28 Besides the ITIL 4 Foundation Courseware English ISBN 978 94 018 0394 6 publication you are advised to obtain the ITIL 4 A Pocket Guide ISBN 978 94 018 0439 4 The course is designed as an introduction to ITIL 4 and enables you to understand a new way to look at IT Service Management through a Service Value System SVS ITIL 4 provides an end to end picture of what means to contribute to business value and also integrates concepts from models such as Lean IT Agile and DevOps This course is for those who are involved in the delivery of IT services and need an understanding of best practice in IT Service Management Student must pass a 60 minute 40 question closed book multiple choice examination with a passing score of 65% in order to receive this certification You can write the exam at any time and at any place after the course The test is done via your own computer proctored via webcam Candidates wishing to be trained and pass the exam for this qualification would be recommended to have a general awareness of IT and appreciation of their own business environment You ll learn Understand the key concepts of service management Understand how the ITIL guiding principles can help an organization adopt and adapt service management Understand the four dimensions of service management Understand the purpose and components of the ITIL service value system Understand the activities of the service value chain and how they interconnect Know the purpose and key terms of 18 ITIL practices Understand 7 ITIL practices ITIL is a registered trade mark of AXELOS Limited used under permission of AXELOS Limited All rights reserved This product is only for courseware partners affiliates or designated students Any course should always include an exam

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professionals human resource consultants academicians and students Capability Management Guide Matthias Wißotzki, 2017-08-08 This book investigates what enterprises can do and or what should it be capable of in order to accelerate organizational changes Therefore a capability based method is developed which assists in the identification structuring and management of capabilities The approach is embedded in a process comprising four building blocks that provide appropriate procedures concepts and supporting tools evolved from theory and practical use cases The guide represents a flexible method for capability newcomers and experienced audiences to optimize enterprises economic impacts of EAM supporting the alignment of business and IT **BiSL® Foundation Courseware - English** Frank van Outvorst, René Sieders, 2017-06-27 Besides the BiSL Foundation Courseware English ISBN 9789401801898 publication you are advised to obtain the publication BiSL A Framework for Business Information Management 2nd edition ISBN 9789087537029 The courseware addresses the principles of BiSL and the defined process framework The principles and the framework as a whole are addressed the operational processes the clusters of use management functionalities management and connecting processes the management processes and the strategy processes The material consists of a mix of theory using a slide set practical exercises including case studies and additionally the student can practice with two practice exams There is a lot of room for exchange of experiences always going back to the theory This training prepares you for the APMG examination BiSL Foundation In the training the basic subjects and principles of BiSL are addressed Target audience everyone who is active in the area of business information management and wants to understand the BiSL framework and learn the principles of BiSL BiSL is a Registered Trade Mark of the ASL BiSL Foundation **IT Asset Management Foundation (ITAMF) - Workbook - Second edition** Jan Øberg, 2020-11-15 IT Asset Management Foundation ITAMF is a certification that validates a professional s knowledge on managing the IT assets as part of an organization s strategy compliance and risk management The content covered by the certification is based upon the philosophy of ITAMOrg a membership organization and thought leader in IT Asset Management The certificate IT Asset Management Foundation is part of the ITAMOrg qualification program and has been developed in cooperation with international experts in the field This workbook will help you prepare for the IT Asset Management Foundation ITAMF exam and provides you with an overview of the four key areas of IT Asset Management Hardware Asset Management including mobile devices Software Asset Management Services People Information Asset Management including Bring Your Own Device BYOD *The Manager's Guide to Cybersecurity Law* Tari Schreider, SSCP, CISM, C|CISO, ITIL Foundation, 2017-02-01 In today s litigious business world cyber related matters could land you in court As a computer security professional you are protecting your data but are you protecting your company While you know industry standards and regulations you may not be a legal expert Fortunately in a few hours of reading rather than months of classroom study Tari Schreider s The Manager s Guide to Cybersecurity Law Essentials for Today s Business lets you integrate legal issues into your security program Tari Schreider a board certified

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Insight into Theoretical and Applied Informatics Andrzej Yatsko, Walery Suslow, 2015-01-01 The book is addressed to young people interested in computer technologies and computer science The objective of this book is to provide the reader with all the necessary elements to get him or her started in the modern field of informatics and to allow him or her to become aware of the relationship between key areas of computer science The book is addressed not only to future software developers but also to all who are interested in computing in a widely understood sense The authors also expect that some computer professionals will want to review this book to lift themselves above the daily grind and to embrace the excellence of the whole field of computer science Unlike existing books this one bypasses issues concerning the construction of computers and focuses only on information processing Recognizing the importance of the human factor in information processing the authors intend to present the theoretical foundations of computer science software development rules and some business aspects of informatics in non technocratic humanistic terms

Information Technology Control and Audit, Fifth Edition Angel R. Otero, 2018-07-27 The new fifth edition of Information Technology Control and Audit has been significantly revised to include a comprehensive overview of the IT environment including revolutionizing technologies legislation audit process governance strategy and outsourcing among others This new edition also outlines common IT audit risks procedures and involvement associated with major IT audit areas It further provides cases featuring practical IT audit scenarios as well as sample documentation to design and perform actual IT audit

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[TOGAF Version 9 Foundation Study Guide](#) Rachel Harrison,2015-01-01 Study Guide for Preparing for the TOGAF 9 Part 1 Examination This document is a Study Guide for TOGAF 9 Foundation It gives an overview of every learning objective for the TOGAF 9 Foundation Syllabus and in depth coverage on preparing and taking the TOGAF 9 Part 1 Examination It is specifically designed to help individuals prepare for certification The audience for this Study Guide is Individuals who require a basic understanding of TOGAF 9 Professionals who are working in roles associated with an architecture project such as those responsible for planning execution development delivery and operation Architects who are looking for a first introduction to TOGAF 9 Architects who want to achieve Level 2 certification in a stepwise manner and have not previously qualified as TOGAF 8 Certified

German Medical Data Sciences: Visions and Bridges R. Röhrig,A. Timmer,H. Binder,2017-09-26 We live in an age characterized by computerized information but ubiquitous information technology has profoundly changed our healthcare systems and if not adequately trained to deal with it

healthcare professionals can all too easily be overwhelmed by the complexity and magnitude of the data. This demands new skills from physicians as well as novel ways to provide medical knowledge. Selecting and assessing relevant information presents a challenge which can only be met by bridging the various disciplines in healthcare and the data sciences. This book presents the proceedings of the 62nd annual meeting of the German Association of Medical Informatics, Biometry and Epidemiology, German Medical Data Sciences GMDS 2017 Visions and Bridges held in Oldenburg, Germany, in September 2017. The 242 submissions to the conference included 77 full papers of which 42 were accepted for publication here after rigorous review. These are divided into 7 sections: teaching and training, epidemiological surveillance, screening and registration, research methods, IT infrastructure for biomedical research, data integration centers, healthcare information systems, interoperability standards, terminologies, classification and biomedical informatics, innovative algorithms and signal processing. The book provides a vision for healthcare in the information age and will be of interest to all those concerned with improving clinical decision making and the effectiveness and efficiency of health systems using data methods and technology.

Reinventing ITIL® in the Age of DevOps Abhinav Krishna Kaiser, 2018-12-12. Delve into the principles of ITIL and DevOps and examine the similarities and differences. This book re-engineers the ITIL framework to work in DevOps projects without changing its meaning and its original objectives, making it fit for purpose for use in DevOps projects. Reinventing ITIL in the Age of DevOps shows you the relevance of ITIL since the emergence of DevOps and puts a unique spin on the ITIL service management framework. Along the way, you will see that ITIL is a mature service management framework and years of maturity will be lost if it is made invalid. The ideas, recommendations and solutions provided in Reinventing ITIL in the Age of DevOps can be leveraged in order to readily develop solutions or create proposals for clients. The ideas in this book can be further expanded to deliver seamless services to DevOps projects. What You Will Learn: Discover the basics of ITIL and DevOps. Compare ITIL and DevOps. Understand the structure of a DevOps organization and adapt the ITIL roles to this structure. Re-engineer ITIL for DevOps projects. Implement major processes such as incident management, configuration management and change management processes in DevOps projects. Automate activities within processes. Who This Book Is For: Consultants, business analysts, administrators and project managers who are looking for more information about Dynamics 365.

Shields Up Gregory J. Skulmoski, 2022-08-10. The demand for cybersecurity expertise is growing phenomenally. Enhancing cybersecurity project skills will boost technology professionals' careers and improve organizational cybersecurity readiness. Shields Up: Cybersecurity Project Management provides an end-to-end framework tuned for cybersecurity projects. More experienced cybersecurity professionals will appreciate the innovative and lean elements of this approach. The reader is guided through the delivery management and optimization approach that increases the probability of cybersecurity project success. Cybersecurity project management in Shields Up brings together international frameworks such as the Guide to the Project Management Body of Knowledge, the National Institute of Standards and Technology

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Engineering the Transformation of the Enterprise Stephan Aier, Peter Rohner, Joachim Schelp, 2021-09-01 The topics in this book cover a broad range of research interests from business engineering and its application in corporate and business networking contexts to design science research as well as applied topics where those research methods have been employed for modeling data warehousing information systems management enterprise architecture management management of large and complex projects and enterprise transformation The book is a Festschrift for Robert Winter in order to appreciate his work and to honor him as a personality with a high reputation in the information systems community To this end many professional colleagues or long time companions both from the Institute of Information Management at the University of St Gallen as well as from the international research community dedicated articles on topics related to Robert's research They reflect his ambition to uncompromisingly conduct high class research that fuels the research community and at the same time contributes to improved industrial practice The book is organized in three major parts Part I Business Engineering and Beyond focuses on the methodology strongly shaped by Robert in St Gallen with a focus on research being applied in corporate contexts Part II Design Science Research spans from reflections on the practice of design science research to perspectives on design science research methodologies and eventually up to considerations to teach design science research methodology Part III Applied Fields combines various applications of design science and related research methodologies with practical problems and future research topics

The IT4ITTM Standard, Version 3.0 The Open Group, 2022-12-14 This publication is the specification of The Open Group IT4IT Standard Version 3.0 a standard of The Open Group It describes a reference architecture that can be used to manage the business of Information Technology IT and the associated end to end lifecycle management of Digital Products It is intended to provide a prescriptive Target Architecture and clear guidance for the transformation of existing technology management practices for a faster scalable automated and practical approach to deploying product based investment models and providing an unprecedented level of operational control and measurable value This foundational IT4IT Reference Architecture is independent of specific technologies vendors organization structures process models and methodologies It can be mapped to any existing technology landscape It is flexible enough to accommodate the continuing evolution of operational and management paradigms for technology It addresses every Digital Product lifecycle phase from investment decision making to end of life The IT4IT Standard addresses a critical gap in the Digital Transformation toolkit the need for a unifying architectural model that describes and connects the capabilities value streams functions and operational data needed to manage a Digital Product Portfolio at scale The IT4IT Standard provides an

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Governance and IT Management Gad Selig, 2015-02-01 This book is a revised edition of the best selling title Implementing IT Governance ISBN 978 90 8753 119 5 For trainers free additional material of this book is available This can be found under the Training Material tab Log in with your trainer account to access the material In all enterprises around the world the issues opportunities and challenges of aligning IT more closely with the organization and effectively governing an organization s IT investments resources major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management An integrated and comprehensive approach to the alignment planning execution and governance of IT and its resources has become critical to more effectively align integrate invest measure deploy service and sustain the 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

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