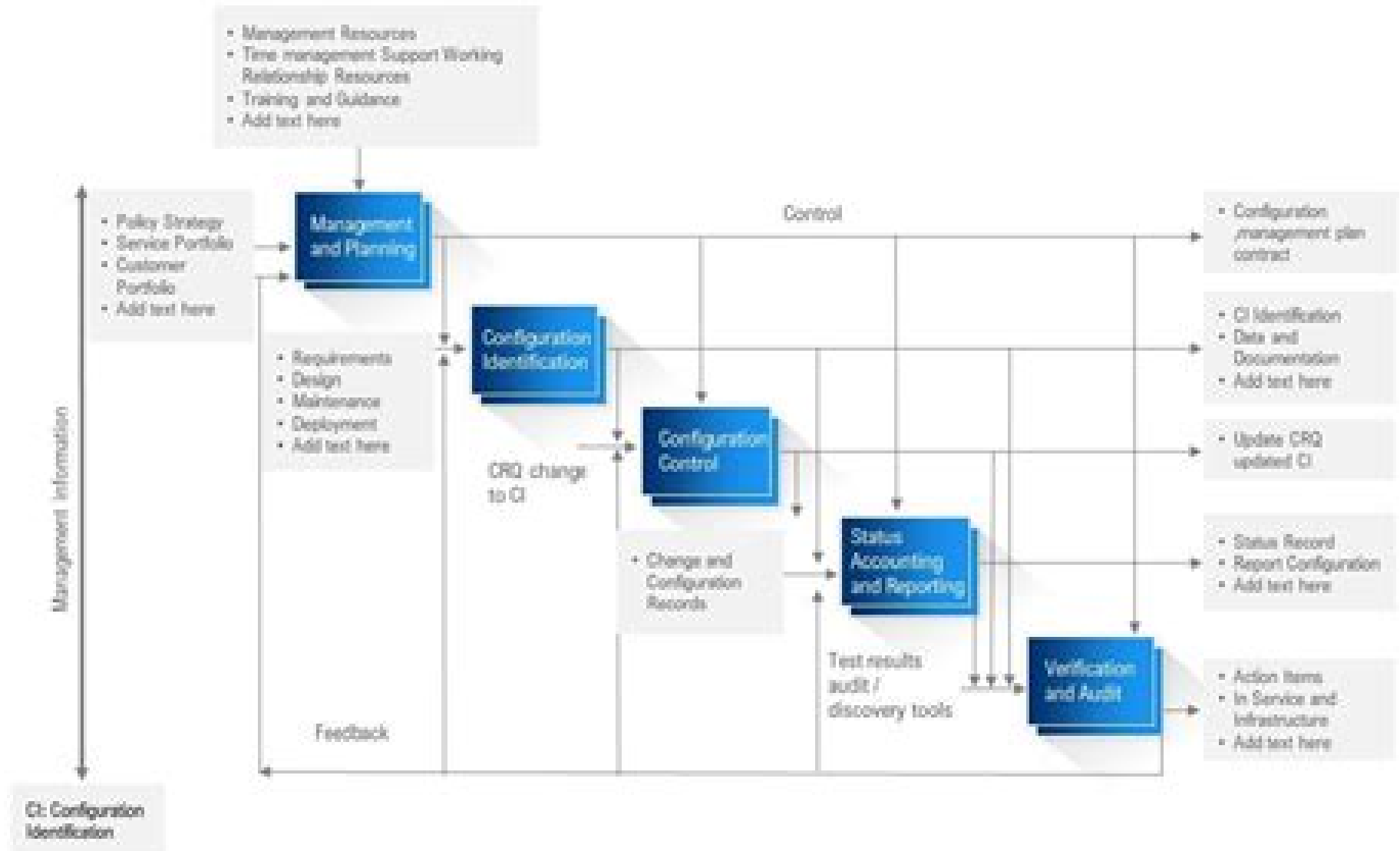


# ITIL Services Asset and Configuration Management Process

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# Itil Configuration Management Process Guide

**Carrie Higday-Kalmanowitz**



## **Itil Configuration Management Process Guide:**

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**IBM Tivoli Change and Configuration Management Database (CCMDB) V7.2.1 Implementation Guide** Yatresh Agarwal, Bill Cary, Sandy Cash, Leandro Cassa, Brian Demartini, Chris Duplantis, Alisson Negrisol de Godoi, Douglas Barranqueiros Gomes, Vasfi Gucer, Murat Kipel, Antonio Orlando Neto, Caio Elias Saad, Ghufra Shah, Peterson Domingos Tamarindo, Krishnan Venkitasubramanian, IBM Redbooks, 2010-12-13 The IBM Tivoli Change and Configuration Management Database CCMDB is one of the key components of the IBM Service Management ISM strategy It is the foundation for automating and supporting change and configuration management processes as described by the Information Technology Infrastructure Library ITIL These process solutions provide best practice implementations of processes based not only on ITIL but on the IBM Process Reference Model for ITTM and other standards as well This IBM Redbooks publication provides information that can be used by clients partners or IBM field personnel who are looking to engage in an effort to implement change and configuration management processes in an enterprise environment utilizing the IBM Tivoli Change and Configuration Management Database CCMDB V 7 2 1 product It covers the new features available with CCMDB V7 2 and CCMDB V7 2 1 as well as details about the underlying components of the product and utilizing the product to support robust IT processes such as change and configuration management It also focuses on the details of the data model process engine and the Change and Configuration management Process Management Programs PMPs This book provides a reference for IT Specialists and IT Architects working with the CCMDB V7 2 1 product

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**Dealing with Difficult Stakeholders** Mr David Bryde, Mr Jake Holloway, Mr Roger Joby, 2015-08-28 All project stakeholders have different needs objectives responsibilities and priorities For many project managers it is disturbing to realise that for any number of personal or professional reasons some of their stakeholders may not be as co operative and helpful as they expect It could be a negative and powerful sponsor the Anti sponsor a demotivated team low maturity or unrealistic external clients maliciously compliant gatekeepers and finance teams or uninterested internal customers The reality of project management is that stakeholders can be difficult Jake Holloway Professor David Bryde and Roger Joby bring their years of project management experience and combine it with research and insight from social psychology to delve into how and why project stakeholders can be difficult The book describes some of the common stakeholder types such as Sponsors the Team Gatekeepers Clients and Contractors and associated unhelpful or difficult behaviour profiles that you will often come across on projects It then provides practical ideas techniques and methods that will help the project manager to effectively manage the impact of these stakeholders on the project As projects get larger and more complicated the role and influence of stakeholders grows too A Practical Guide to Dealing with Difficult Stakeholders will provide your project teams with the basis for a more sophisticated and resilient approach to stakeholder management

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