



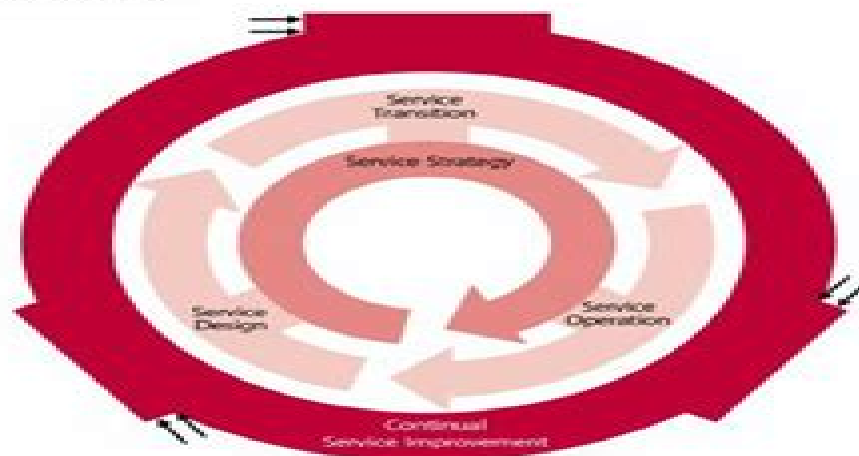
3 The ITIL Service Management Lifecycle – core of practice

The Service Lifecycle contains five elements as shown in Figure 3.1, each of which rely on service principles, processes, roles and performance measures. The Service Lifecycle uses a hub and spoke design, with Service Strategy at the hub, Service Design, Transition and Operation as the revolving lifecycle stages, and anchored by Continual Service Improvement. Each part of the lifecycle exerts influence on the other and relies on the other for inputs and feedback. In this way, a constant set of checks and balances throughout the Service Lifecycle

ensures that as business demand changes with business need, the services can adapt and respond effectively to them.

At the heart of the Service Lifecycle is the key principle – all services must provide measurable value to business objectives and outcomes. ITIL Service Management focuses on business value as its prime objective. Each practice revolves around ensuring that everything a service provider does to manage IT services for the business

Figure 3.1 The ITIL Service Lifecycle



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Implementing Digital Forensic Readiness Jason Sachowski, 2016-02-29 Implementing Digital Forensic Readiness From Reactive to Proactive Process shows information security and digital forensic professionals how to increase operational efficiencies by implementing a pro active approach to digital forensics throughout their organization It demonstrates how digital forensics aligns strategically within an organization s business operations and information security s program This book illustrates how the proper collection preservation and presentation of digital evidence is essential for reducing potential business impact as a result of digital crimes disputes and incidents It also explains how every stage in the digital evidence lifecycle impacts the integrity of data and how to properly manage digital evidence throughout the entire investigation Using a digital forensic readiness approach and preparedness as a business goal the administrative technical and physical elements included throughout this book will enhance the relevance and credibility of digital evidence Learn how to document the available systems and logs as potential digital evidence sources how gap analysis can be used where digital evidence is not sufficient and the importance of monitoring data sources in a timely manner This book offers standard operating procedures to document how an evidence based presentation should be made featuring legal resources for reviewing digital evidence Explores the training needed to ensure competent performance of the handling collecting and preservation of digital evidence Discusses the importance of how long term data storage must take into consideration confidentiality integrity and availability of digital evidence Emphasizes how incidents identified through proactive monitoring can be reviewed in terms of business risk Includes learning aids such as chapter introductions objectives summaries and definitions 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 **PCI DSS** Jim Seaman, 2020-05-01 Gain a broad understanding of how PCI DSS is structured and obtain a high level view of the contents and context of each of the 12 top level requirements The guidance provided in this book will help you effectively apply PCI DSS in your business environments enhance your payment card defensive posture and reduce the opportunities for criminals to compromise your network or steal sensitive data assets Businesses are seeing an increased volume of data breaches where an opportunist attacker from outside the business or a disaffected employee successfully exploits poor company practices Rather than being a regurgitation of the PCI DSS controls this book aims to

help you balance the needs of running your business with the value of implementing PCI DSS for the protection of consumer payment card data Applying lessons learned from history military experiences including multiple deployments into hostile areas numerous PCI QSA assignments and corporate cybersecurity and InfoSec roles author Jim Seaman helps you understand the complexities of the payment card industry data security standard as you protect cardholder data You will learn how to align the standard with your business IT systems or operations that store process and or transmit sensitive data This book will help you develop a business cybersecurity and InfoSec strategy through the correct interpretation implementation and maintenance of PCI DSS What You Will Learn Be aware of recent data privacy regulatory changes and the release of PCI DSS v4 0 Improve the defense of consumer payment card data to safeguard the reputation of your business and make it more difficult for criminals to breach security Be familiar with the goals and requirements related to the structure and interdependencies of PCI DSS Know the potential avenues of attack associated with business payment operations Make PCI DSS an integral component of your business operations Understand the benefits of enhancing your security culture See how the implementation of PCI DSS causes a positive ripple effect across your business Who This Book Is For Business leaders information security InfoSec practitioners chief information security managers cybersecurity practitioners risk managers IT operations managers business owners military enthusiasts and IT auditors

Implementing Effective IT 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 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 information security practitioner with a criminal justice administration background has written a much needed book that bridges the gap between cybersecurity programs and cybersecurity law He says My nearly 40 years in the fields of cybersecurity risk management and disaster recovery have taught me some immutable truths One of these truths is that failure to consider the law when developing a cybersecurity program results in a protective facade or false sense of security In a friendly style offering real world business examples from his own experience supported by a wealth of court cases Schreider covers the range of practical information you will need as you explore and prepare to apply cybersecurity law His practical easy to understand explanations help you to Understand your legal duty to act reasonably and responsibly to protect assets and information Identify which cybersecurity laws have the potential to impact your cybersecurity program Upgrade cybersecurity policies to comply with state federal and regulatory statutes Communicate effectively about cybersecurity law with corporate legal department and counsel Understand the implications of emerging legislation for your cybersecurity program Know how to avoid losing a cybersecurity court case on procedure and develop strategies to handle a dispute out of court Develop an international view of cybersecurity and data privacy and international legal frameworks Schreider takes you beyond security standards and regulatory controls to ensure that your current or future cybersecurity program complies with all laws and legal jurisdictions Hundreds of citations and references allow you to dig deeper as you explore specific topics relevant to your organization or your studies This book needs to be required reading before your next discussion with your corporate legal department **CCDE Study Guide** Marwan Al-shawi, 2015-10-01 The authoritative business driven study resource for the tough CCDE Practical Exam CCDE Study Guide is written and reviewed by CCDE engineers and helps you to both improve your design skills and to study for and pass the CCDE exam Network design is an art combining broad technology knowledge and experience This book covers a broad number of technologies protocols and design options and considerations that can bring these aspects together and show how they can be used and thought about based on different requirements and business goals Therefore this book does not attempt to teach foundational technology knowledge instead each section Highlights discusses and compares the limitations and advantages of the different design options in terms of

scalability performance flexibility availability complexity security and so on to simplify the job and help you understand what technology protocol or design options should be selected and why based on the business or application requirements or to fix a broken design that need to be optimized Covers design aspects of different protocols and technologies and how they map with different requirements Highlights drivers toward using these technologies whether it is intended for enterprise or service provider network depending on the topic and technology Using a business driven approach CCDE Study Guide helps you analyze business and technical requirements and develop network designs that are based on these business needs and goals taking into account both the technical and non technical design constraints The various scenario based design examples discussed in this book will help you craft design approaches and requirements analysis on such topics as converged enterprise network architectures service provider network architectures and data centers The book also addresses high availability IPv6 multicast QoS security and network management design considerations presenting you with an in depth evaluation of a broad range of technologies and environments Whether you are preparing for the CCDE exam or simply wish to gain better insight into the art of network design in a variety of environments this book helps you learn how to think like an expert network designer as well as analyze and compare the different design options principles and protocols based on different design requirements Master a business driven approach to designing enterprise service provider and data center networks Analyze the design impact of business functional and application requirements Learn from scenario based examples including converged enterprise networks service provider networks and cloud based data centers Overcome design limitations and fix broken designs Review design options and considerations related to Layer 2 and Layer 3 control plane protocols Build designs that accommodate new services and applications Consider design options for modern campus networks including network virtualization Design WAN edge and Internet edge blocks in enterprise networks Review the architectural elements of a service provider grade network Plan MPLS VPN network environments including L2VPN and L3VPN Interconnect different networks or routing domains Design traditional virtualized and cloud based data center networks Interconnect dispersed data center networks to protect business continuity Achieve appropriate levels of operational uptime and network resiliency Integrate IPv6 multicast QoS security and network management into your designs

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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 **CISSP (ISC)2 Certified**

Information Systems Security Professional Official Study Guide James Michael Stewart, Mike Chapple, Darril Gibson, 2015-09-11 NOTE The exam this book covered CISSP Certified Information Systems Security Professional was retired by ISC 2 in 2018 and is no longer offered For coverage of the current exam ISC 2 CISSP Certified Information Systems Security Professional please look for the latest edition of this guide ISC 2 CISSP Certified Information Systems Security Professional Official Study Guide Eighth Edition 9781119475934 CISSP Study Guide fully updated for the 2015 CISSP Body of Knowledge CISSP ISC 2 Certified Information Systems Security Professional Official Study Guide 7th Edition has been completely updated for the latest 2015 CISSP Body of Knowledge This bestselling Sybex study guide covers 100% of all exam objectives You ll prepare for the exam smarter and faster with Sybex thanks to expert content real world examples advice on passing each section of the exam access to the Sybex online interactive learning environment and much more Reinforce what you ve learned with key topic exam essentials and chapter review questions Along with the book you also get access to Sybex s superior online interactive learning environment that includes Four unique 250 question practice exams to help you identify where you need to study more Get more than 90 percent of the answers correct and you re ready to take the certification exam More than 650 Electronic Flashcards to reinforce your learning and give you last minute test prep before the exam A searchable glossary in PDF to give you instant access to the key terms you need to know for the exam Coverage of all of the exam topics in the book means you ll be ready for Security and Risk Management Asset Security Security Engineering Communication and Network Security Identity and Access Management Security Assessment and Testing Security Operations Software Development Security *ITIL Foundation Exam Study Guide* Liz Gallacher, Helen Morris, 2012-10-15 Everything you need to prepare for the ITIL exam Accredited to 2011 syllabus The ITIL Information Technology Infrastructure Library exam is the ultimate certification for IT service management This essential resource is a complete guide to preparing for the ITIL Foundation exam and includes everything you need for success Organized around the ITIL Foundation 2011 syllabus the study guide addresses the ITIL Service Lifecycles the ITIL processes roles and functions and also thoroughly explains how the Service Lifecycle provides effective and efficient IT services Offers an introduction to IT service management and ITIL V3 service strategy Highlights the topics of service design and development and the service

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The Practice of Enterprise Modeling Robert Andrei Buchmann, Dimitris Karagiannis, Marite Kirikova, 2018-10-25 This volume constitutes the proceedings of the 11th IFIP WG 8.1 Conference on the Practice of Enterprise Modeling held in October November 12 2018 in Vienna Austria The conference was created by the International Federation for Information Processing IFIP Working Group 8.1 to offer a forum for knowledge transfer and experience sharing between the academic and practitioner communities The 21 full papers and 5 short papers accepted were carefully reviewed and selected from 64 submissions They are grouped by the following topics business process modeling model derivation collaboration modeling reviews and analyses of modeling methods semantics and reasoning experience reports and teaching challenges

CISSP (ISC)2 Certified Information Systems Security Professional Official Study Guide James Michael Stewart, Mike Chapple, Darril Gibson, 2015-09-15 Covers 100% of the 2015 CISSP exam candidate information bulletin CIB objectives including assessment tests that check exam readiness objective maps real world scenarios hands on exercises key topics exam essentials and challenging chapter review questions security and risk management asset security security engineering communication and network security identity and access management security assessment and testing security operations software development security Back cover

CompTIA Linux+/LPIC-1: Training and Exam Preparation Guide (Exam Codes: LX0-103/101-400 and LX0-104/102-400), First Edition Asghar Ghori, 2017-10-10 The CompTIA Linux LPIC 1 Training and Exam Preparation Guide First Edition is a comprehensive resource designed and written with one fundamental goal in mind teach Linux in an easy and practical manner while preparing for the Linux LPIC 1 exams This book provides an in depth coverage of all official exam objectives This book is organized in two parts Part One covers LX0 103 101 400 exam objectives and Part Two covers LX0 104 102 400 exam objectives The book includes hands on examples step by step exercises chapter end review of concepts files and commands learned and 790 challenging practice questions This book uses learn by doing methodology It begins with guidance on how to download a virtualization software and two Linux distribution versions and then provides instructions on how to create VMs and install Linux in them to set up a lab environment for hands on learning Throughout the book appropriate command prompts are employed to identify the lab system and user to run a command Each command and task presented in the book was actually performed and tested on lab systems Followed by the lab environment setup in Part One the book presents the essentials of Linux incl interaction with Linux basic commands file management permissions ownership linking searching special permissions editing filter programs regex shell features and process handling Subsequent topics focus on system administration incl shared libraries Debian and

RPM package management system boot and initialization hardware management kernel modules storage partitioning file system creation and repairs quota handling and swap space administration This brings Part One to an end and you should be able to take the quiz in Appendix A to test your readiness for the LX0 103 101 400 exam Part Two covers all the objectives for the LX0 104 102 400 exam It covers shell scripts with a presentation and line by line analysis of several scripts Building a simple SQL database and performing queries comes next A detailed comprehension of local authentication files user creation password aging and shell startup files follows The book covers networking concepts reference models and terms that accompany exercises on interface configuration hostname change and route management A discussion of network testing and debugging tools is furnished and their usage is demonstrated followed by topics on internationalization localization time synchronization name resolution X Window display desktop managers accessibility options printer and print queue administration task scheduling system logging system and service access controls emailing and email aliasing searching for special files and so on This brings Part Two to an end and you should be able to take the quiz in Appendix C to test your readiness for the LX0 104 102 400 exam Highlights 100% coverage of ALL official exam objectives version 4 0 Enumerated and descriptive knowledge areas under exam objectives to assist in identifying and locating them A summarized and convenient view showing exam objectives chapters they are discussed in associated weights the number of questions to expect on the real exam and other useful information Separate section on each exam 15 chapters in total 8 for LX0 103 101 400 and 7 for LX0 104 102 400 Detailed guidance on building lab environment 49 tested hands on exercises with explanation Numerous tested practical examples for clarity and understanding Chapter end one sentence review of key topics 790 single response multiple response and fill in the blank practice questions answers to test your knowledge of the material and exam readiness Equally good for self study and in class training

ITIL Foundation All-in-One Exam Guide Jim Davies, 2016-08-05

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Balancing Agile and Disciplined Engineering and Management Approaches for IT Services and Software Products Mora, Manuel,Gómez, Jorge Marx,O'Connor, Rory V.,Buchalcevová, Alena,2020-07-10 The highly dynamic world of information technology service management stresses the benefits of the quick and correct implementation of IT services A disciplined approach relies on a separate set of assumptions and principles as an agile approach both of which have complicated implementation processes as well as copious benefits Combining these two approaches to enhance the effectiveness of each while difficult can yield exceptional dividends Balancing Agile and Disciplined Engineering and Management Approaches for IT Services and Software Products is an essential publication that focuses on clarifying theoretical foundations of balanced design methods with conceptual frameworks and empirical cases Highlighting a broad range of topics including business trends IT service and software development this book is ideally designed for software engineers software developers programmers information technology professionals researchers academicians and students

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 Cybersecurity Framework ITIL 4 Service Management the ISO 27001 Information Security Management ISO 31000 Risk Management and ISO 9000 Quality Management A key benefit of this book is the reader can quickly apply the hybrid project management approach since it combines global frameworks already followed by cybersecurity professionals leading to successful projects Never before has

cybersecurity project management been so important

RHCSA Red Hat Enterprise Linux 9: Training and Exam Preparation Guide (EX200), Third Edition Asghar Ghori, 2023-02-28 HIGHLIGHTS Covers Red Hat Enterprise Linux 9 Covers ALL Latest Official Exam Objectives Great for Self Study and In Class Virtual Training 22 Chapters 99 Real Life Step By Step Exercises and Shell Scripts 74 Do It Yourself Challenge Labs 381 Review Questions initial interaction with the system essential Linux commands file compression and archiving file editing and manipulation standard and special permissions file searching and access controls user monitoring and authentication files users groups and password aging bash shell features and startup files processes and job scheduling basic and advanced software administration techniques system boot process and bootloader kernel management and system initialization logging and system tuning basic and advanced storage management tools and solutions local file systems and swap regions network device and connection configuration hostname resolution and time synchronization remote file systems and automounting the secure shell service firewall and SELinux controls bash shell scripting and operating system virtualization using containers Each chapter highlights the major topics and relevant exam objectives at the beginning and ends with several review questions answers and Do It Yourself challenge labs Throughout the book figures tables screenshots examples warnings notes and exam tips are furnished to support explanation and exam preparation There are four sample RHCSA exams that are expected to be performed using the knowledge and skills attained from reading the material following the in chapter exercises and completing the end of chapter challenge labs The labs and the sample exams include hints to relevant topics and or exercises This book may be used as a self learning guide by RHCSA 9 exam aspirants a resource by instructors and students to follow in physical and virtual training sessions an on the job resource for reference and an easy to understand guide by novice and non RHEL administrators

Value and Capital Management Thomas C. Wilson, 2015-08-31 A value management framework designed specifically for banking and insurance The Value Management Handbook is a comprehensive practical reference written specifically for bank and insurance valuation and value management Spelling out how the finance and risk functions add value in their respective spheres this book presents a framework for measuring and more importantly influencing the value of the firm from the position of the CFO and CRO Case studies illustrating value enhancing initiatives are designed to help Heads of Strategy offer CEOs concrete ideas toward creating more value and discussion of hard and soft skills put CFOs and CROs in a position to better influence strategy and operations The challenge of financial services valuation is addressed in terms of the roles of risk and capital and business specific value trees demonstrate the source of successful value enhancement initiatives While most value management resources fail to adequately address the unique role of risk and capital in banks insurance and asset management this book fills the gap by providing concrete business specific information that connects management actions and value creation helping readers to Measure value accurately for more productive value based management initiatives and evaluation of growth opportunities Apply a quantitative risk adjusted value management

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Engineering Applications of Neural Networks Lazaros Iliadis,Chrisina Jayne,2015-09-28 This book constitutes the refereed proceedings of the 16th International Conference on Engineering Applications of Neural Networks EANN 2015 held in Rhodes Greece in September 2015 The 36 revised full papers presented together with the abstracts of three invited talks and two tutorials were carefully reviewed and selected from 84 submissions The papers are organized in topical sections on industrial engineering applications of ANN bioinformatics intelligent medical modeling life earth sciences intelligent modeling learning algorithms intelligent telecommunications modeling fuzzy modeling robotics and control smart cameras pattern recognition facial mapping classification financial intelligent modeling echo state networks

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