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Software Process Improvement and Capability Determination Antanas Mitasiunas,Terry Rout,Rory V. O'Connor,Alec Dorling,2014-10-13 This book constitutes the refereed proceedings of the 14th International Conference on Software Process Improvement and Capability Determination SPICE 2014 held in Vilnius Lithuania in November 2014 The 21 revised full papers presented together with 6 short papers were carefully reviewed and selected from 49 submissions The papers are organized in topical sections on developing process models for assessment software process and models software models and product lines assessment agile processes processes improvement and VSE

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ITIL For Dummies Peter Farenden,2012-04-23 ITIL For Dummies provides an easy to understand introduction to using best practice guidance within IT service management It breaks down the 5 stages of the service lifecycle into digestible chunks helping you to ensure that customers receive the best possible IT experience Whether readers need to identify their customers needs design and implement a new IT service or monitor and improve an existing service this official guide provides a support framework for IT related activities and the interactions of IT technical personnel with business customers and users Understanding how ITIL can help you Getting to grips with ITIL processes and the service lifecycle Implementing ITIL into your day to day work Learn key skills in planning and carrying out design and implementation projects

Governance of Enterprise IT based on COBIT 5 Geoff Harmer,2014-02-06 Written for IT service managers consultants and other practitioners in IT governance risk and compliance this practical book discusses all the key concepts of COBIT 5 and explains how to direct the governance of enterprise IT GEIT using the COBIT 5 framework The book also covers the main frameworks and standards supporting GEIT discusses the ideas of enterprise and governance and shows the path from corporate governance to the governance of enterprise IT **ITIL Foundation Essentials** Claire Agutter,2012-09-06 ITIL Foundation Essentials is a distillation of the critical information you need to understand the key facts for a successful exam BiSL® 4th edition Foundation Courseware Frank Outvorst,René Sieders,2025-02-13 html body data pb style Y9JSJPK justify content flex start display flex flex direction column background position left top background size cover background repeat no repeat background attachment scroll BiSL Business Information Services Library is the framework for business information management Since the introduction of BiSL the model has become the standard in Business Information Management BIM BiSL offers a structure and guideline for BIM BiSL establishes connections between operational information management and strategic information management and provides tools for the further professionalization of business information management All these topics are covered in this training material which supports the preparation for various official BiSL exams such as those of APMG international BiSL Foundation EXIN Business information management and Van Haren Certify BiSL Foundation The BiSL Foundation exam In combination with the explanations of the training materials by your instructor you can prepare optimally for the exam This training addresses the principles of BiSL and the process framework defined by BiSL The principles and the framework as a whole the executive processes divided into usage management functionality management and connecting processes the controlling processes and the directive processes are discussed There is ample opportunity for the exchange of experiences always returning to the theory The courseware consists of handouts exercises articles and a practice exam Target audience information management functional management employees and IT professionals who want to better understand the demand side The ISM method Version 3 Jan van Bon,Wim Hoving,2017-06-30 This book describes a revolutionary approach on how to successfully implement IT service management ITSM in an easier faster cheaper and especially more effective way In the book the lessons of 30 years are used to put an end to the chaos and complexity of ineffective ITSM projects Based on simple paradigms a single and compact solution is described for the integrated service management with People Process and Product This is not achieved by setting ITIL or ASL aside but by rearranging the many valuable elements of these frameworks into a simple logical structure and filling the gaps Although the paradigms are explained extensively in the book the solution is very practical and has been proven in recent years in dozens of projects with small and large organizations This publication describes the implementation method with a strong focus on quality assurance and cultural change a comprehensive definition list and an example of a compact process model IT Service Management Ernest Brewster,Richard Griffiths,Aidan Lawes,John Sansbury,2012-05-08 ITIL R is a framework for IT service management and provides best management practice to meet ISO IEC 20k This guide introduces ITIL to Foundation Exam candidates and offers a practical understanding of IT service management The new edition is fully updated and contains several additional processes An ITIL R licensed product

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Foundations of IT Service Management Brady Orand,2011 Presented in an easy to understand format the concepts of ITIL and the processes are laid out in a logical sequence Each lesson is followed by list of key concepts and sample questions to help study for the ITIL Foundation certification exam Chapter review questions modeled after the real exam questions reinforce learning for each unit While the focus is on providing the information required to pass the ITIL Foundations exam this book also goes beyond those basics to provide a real understanding of ITIL to further your knowledge and abilities as a valuable part of IT business alignment Using a case study approach real issues are discussed that represents challenges experienced by almost every IT organization 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

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