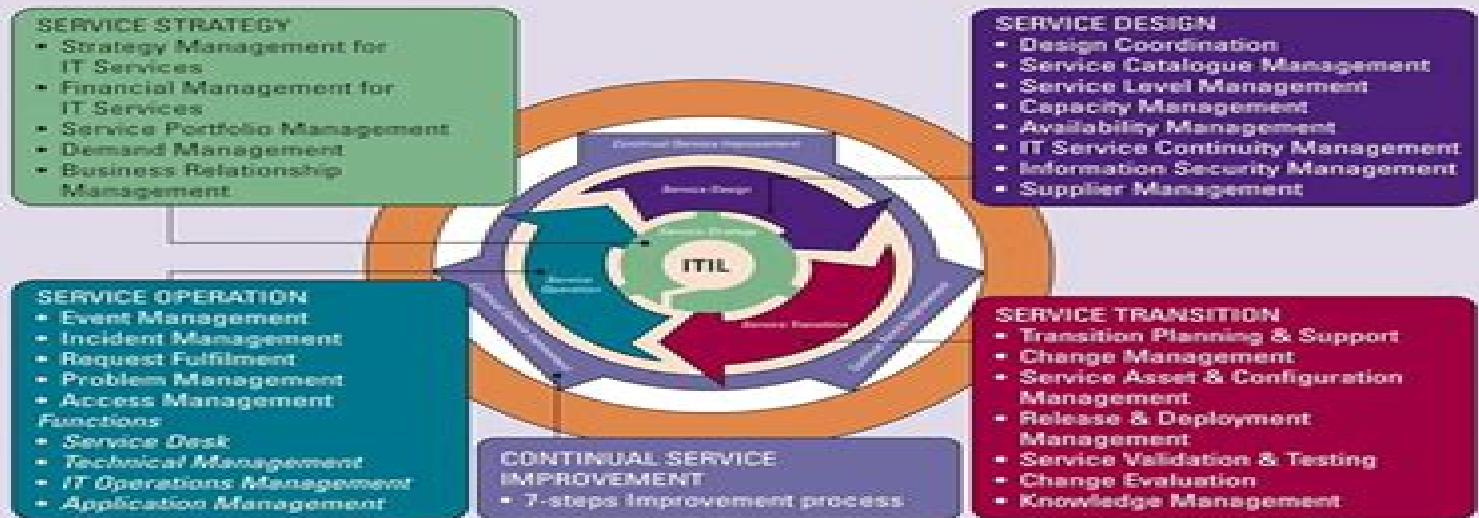


IT Service Management Based on ITIL® 2011 Edition



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Kleiner, Frank



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IT Service Management Based on ITIL® 2011 Edition Pierre Bernard, 2014-10-01 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 the world of international IT Service Management the previous editions of this book have acquired an excellent reputation as guidance on the topic of ITIL Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations This revised edition is based on ITIL 2011 Edition It is written in the same concise way as the previous editions and covering all the facts Readers will find that this title succinctly covers the key aspects of ITIL 2011 Edition It is endorsed by AXELOS the official ITIL Accreditor The ITIL Lifecycle is fully covered In addition there is much attention to the 26 IT Service Management processes and 4 Functions These are described in detail This means that it is easy for all readers to access and grasp the concepts of processes and functions that are so pivotal to many service management day to day operations This title covers the following Introduction to the Service Lifecycle Lifecycle phase Service Strategy Lifecycle phase Service Design Lifecycle phase Service Transition Lifecycle phase Service Operation Lifecycle phase Continual Service Improvement New compared with the previous edition on ITIL V3 are the processes for Strategy Management and Business Relationship Management Also the other new and revised concepts of ITIL are covered in this book Well written and presented this publication provides a useful addition to the core ITIL publications for anyone wanting to understand IT service management Kevin Holland Service Management Specialist NHS Pierre has produced an extremely useful summary of the current version of ITIL This will be an invaluable day to day reference for all practitioners Claire Agutter ITIL Training Zone **ITIL® 2011 Edition - A Pocket**

Guide Jan van Bon, 2020-06-11 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 Note This pocket book is available in several languages English German Dutch Since 2001 the Van Haren Publishing ITIL Pocket Guides have helped readers all over the world to understand the essentials of ITIL IT Infrastructure Library the leading framework for IT service management This pocket guide does exactly the same as previous editions offering a concise summary of ITIL based on ITIL 2011 Edition We have condensed the full ITIL framework found in 2000 pages into just 200 pocket sized pages It means that this book is an essential time saving and cost effective guide to ITIL 2011 Edition for both industry experts and students alike Primarily it is a quick portable reference tool to ITIL for all professionals in the service management community What is the lifecycle approach What are the key service management processes and functions Secondly the ITIL pocket guide can be used as part of the training material for everyone who wants to certify for the ITIL Foundation exam The guide contents cover all of the specifications of AXELOS ITIL Foundation Certificate syllabus **Foundations of ITIL® 2011 Edition** Pierre

Bernard, 2020-06-11 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 This book and its predecessors have become the industry classic guide on the topic of ITIL Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations This version has now been upgraded to reflect ITIL 2011 Edition Written in the same concise way and covering all the facts readers will find that this title succinctly covers the key aspects of the ITIL 2011 Edition upgrade The ITIL 2011 Edition approach covering the ITIL Lifecycle is fully covered The new and re written processes in ITIL 2011 Edition for strategy management and business relationship management are included as well as the other new and improved concepts in ITIL 2011 Edition This means that it is easy for all readers to access and grasp the process concepts that are so pivotal to many service management day to day operations This title covers the following Lifecycle phase Service strategy Lifecycle phase Service design Lifecycle phase Service transition Lifecycle phase Service operation Lifecycle phase Continual service improvement

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

Engineering and Management of IT-based Service Systems Manuel Mora, Jorge Marx Gómez, Leonardo Garrido, Francisco Cervantes Pérez, 2013-10-19

Intelligent Decision Making Support Systems i DMSS are specialized IT based systems that support some or several phases of the individual team organizational or inter organizational decision making process by deploying some or several intelligent mechanisms This book pursues the following academic aims i generate a compendium of quality theoretical and applied contributions in Intelligent Decision Making Support Systems i DMSS for engineering and management IT based service systems ITSS ii diffuse scarce knowledge about foundations architectures and effective and efficient methods and strategies for successfully planning designing building operating and evaluating i DMSS for ITSS and iii create an awareness of and a bridge between ITSS and i DMSS academicians and practitioners in the current complex and dynamic engineering and management ITSS organizational The book presents a collection of 11 chapters referring to relevant topics for both IT service systems and i DMSS including problems of selection of IT service providers optimization of supply chain systems IT governance decisions clinical decision support dynamic user interface adaptation re engineering of processes and generic decision problems Advanced IT technologies used in some chapters are fuzzy multi criteria mechanisms semantic processing data mining processing and rough sets Other chapters report traditional DSS mechanisms but used or suggested to be used in innovative mode for IT service engineering and management tasks **Practical IT Service Management** Thejendra BS,2014-02-11 A beginner s book explaining the basics of ITIL and its implementation and interpretation in an easy selfstudy approach *EXIN IT Service Management Foundation based on ISO/IEC20000* Victoriano Gomez Garrido,2014-01-16 IT Service Management ITSM quality is one of the most important requirements to provide valuable services that add value to the business The ISO IEC 20000 standard for the IT Service Management has been able to join together the principles of ISO quality management and the standard ITSM processes in the market The purpose of this book is to help in the preparation of EXIN ITSM Foundation based on ISO IEC 20000 exam providing an overview of IT Service Management from the perspective of ISO IEC 20000 It addresses fundamental concepts such as the quality the frameworks the services provided to the business and the processes that support control and facilitate those services The exam consists of 40 multiple choice questions At the end of each chapter of this book you will find examples of these exam questions along with open questions focused on the understanding of concepts The exam specifications are given at the beginning of each chapter and the weight of each of the topics is shown as a percentage of the total Secure Health Mohamed Hammad,Gauhar Ali,Mohammed A. El-Affendi,Yassine Maleh,Ahmed A. Abd El-Latif,2024-11-06 In today s interconnected world healthcare systems are increasingly turning to digital technologies to enhance patient care and optimize operations However this digital transformation presents significant challenges in guaranteeing the security and privacy of sensitive healthcare data Secure Health A Guide to Cybersecurity for Healthcare Managers confronts these challenges head on offering a comprehensive exploration of the latest advancements and best practices in securing digital health systems From examining the convergence of Internet of Things IoT applications with healthcare privacy and security to investigating ethical hacking

frameworks and biometric access management each chapter delves into valuable insights for safeguarding healthcare data in an ever more digitized landscape What sets this book apart is its holistic perspective encompassing not only technical aspects but also governance standards the unique cybersecurity challenges of telehealth and the optimization of healthcare supply chain management

KEY FEATURES Explores the integration of IoT devices into healthcare and the associated privacy and security risks Examines security frameworks and best practices for e health information governance Introduces a novel framework for ethical hacking in digital health Analyzes the effectiveness of different artificial intelligence AI models for botnet traffic classification Delves into the unique challenges of securing telehealth and remote monitoring systems Offers practical guidance on securing the future of e health through smart sensor network management

[Building the Agile Enterprise](#) Fred A. Cummins, 2016-09-08 Building the Agile Enterprise with Capabilities Collaborations and Values Second Edition covers advances that make technology more powerful and pervasive while at the same time improving alignment of technology with business Using numerous examples illustrations and case studies Fred Cummins an industry expert author and former fellow with EDS and Hewlett Packard updates his first edition incorporating the following industry developments

The ubiquitous use of the Internet along with intelligent mobile devices which have enabled everyone and everything to be connected anytime anywhere The emergence of a business architecture discipline that has driven improvements in business design and transformation practices The development of CMMN Case Management Model and Notation that will provide automation to support the collaboration of knowledge workers and managers The development of VDML Value Delivery Modeling Language that supports modeling of business design from a management perspective The importance of big data management and analysis as a new source of insight into evolution of the business and the ecosystem How the architecture of the agile enterprise and business modeling change enterprise governance management and innovation Building the Agile Enterprise with Capabilities Collaborations and Values Second Edition is a must have reference for business leaders CTOs business architects information systems architects and business process modeling professionals who wish to close the gap between strategic planning and business operations as well as the gap between business and IT and enhance the creation and delivery of business value Explains how business design abstraction based on collaborations capabilities and values provides a management view of how the business works the aspects to be improved or changed and the means to quickly reconfigure to address new business challenges and opportunities Discusses how technology must be exploited for efficiency effectiveness innovation and agility Provides practicable and use case based insights from advisory work with Fortune 100 and 500 companies across multiple verticals Presents the features of CMMN Case Management Model and Notation and explains how it enables automation to support knowledge workers managers and enterprise agility Describes application of the Value Delivery Modeling Language VDML to link strategic business transformation to operational design

[HPI Future SOC Lab](#) Meinel, Christoph, Polze, Andreas, Oswald, Gerhard, Strotmann, Rolf, Seibold, Ulrich, Schulzki, Bernard, 2015-06-03

The HPI Future SOC Lab is a cooperation of the Hasso Plattner Institut HPI and industrial partners Its mission is to enable and promote exchange and interaction between the research community and the industrial partners The HPI Future SOC Lab provides researchers with free of charge access to a complete infrastructure of state of the art hard and software This infrastructure includes components which might be too expensive for an ordinary research environment such as servers with up to 64 cores The offerings address researchers particularly from but not limited to the areas of computer science and business information systems Main areas of research include cloud computing parallelization and In Memory technologies This technical report presents results of research projects executed in 2013 Selected projects have presented their results on April 10th and September 24th 2013 at the Future SOC Lab Day events

Risk Thinking for Cloud-Based Application Services

Eric Bauer, 2017-04-07 Many enterprises are moving their applications and IT services to the cloud Better risk management results in fewer operational surprises and failures greater stakeholder confidence and reduced regulatory concerns proactive risk management maximizes the likelihood that an enterprise s objectives will be achieved thereby enabling organizational success This work methodically considers the risks and opportunities that an enterprise taking their applications or services onto the cloud must consider to obtain the cost reductions and service velocity improvements they desire without suffering the consequences of unacceptable user service quality

CMDB Systems

Dennis Drogseth, Rick Sturm, Dan Twing, 2015-03-22 CMDB Systems Making Change Work in the Age of Cloud and Agile shows you how an integrated database across all areas of an organization s information system can help make organizations more efficient reduce challenges during change management and reduce total cost of ownership TCO In addition this valuable reference provides guidelines that will enable you to avoid the pitfalls that cause CMDB projects to fail and actually shorten the time required to achieve an implementation of a CMDB Drawing upon extensive experience and using illustrative real world examples Rick Sturm Dennis Drogseth and Dan Twing discuss Unique insights from extensive industry exposure research and consulting on the evolution of CMDB CMS technology and ongoing dialog with the vendor community in terms of current and future CMDB CMS design and plans Proven and structured best practices for CMDB deployments Clear and documented insights into the impacts of cloud computing and other advances on CMDB CMS futures Discover unique insights from industry experts who consult on the evolution of CMDB CMS technology and will show you the steps needed to successfully plan design and implement CMDB Covers related use cases from retail manufacturing and financial verticals from real world CMDB deployments Provides structured best practices for CMDB deployments Discusses how CMDB adoption can lower total cost of ownership increase efficiency and optimize the IT enterprise

A Semantic Wiki-based Platform for IT Service Management

Kleiner, Frank, 2015-02-25 The book researches the use of a semantic wiki in the area of IT Service Management within the IT department of an SME An emphasis of the book lies in the design and prototypical implementation of tools for the integration of ITSM relevant information into the semantic wiki as well as tools for interactions between the

wiki and external programs The result of the book is a platform for agile semantic wiki based ITSM for IT administration teams of SMEs *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 Systems, Software and Services Process Improvement Christian Kreiner,Rory V. O'Connor,Alexander Poth,Richard Messnarz,2016-08-31 This volume constitutes the refereed proceedings of the 23rd EuroSPI conference held in Graz Austria in September 2016 The 15 revised full papers presented together with 14 selected key notes and workshop papers were carefully reviewed and selected from 51 submissions They are organized in topical sections on SPI and the ISO IEC 29110 standard communication and team issues in SPI SPI and assessment SPI in secure and safety critical environments SPI initiatives GamifySPI functional safety supporting innovation and improvement **ECISM 2017 11th European Conference on Information Systems Management** ,2017-09-14 **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 **Controls & Assurance in the Cloud: Using COBIT 5** ISACA,2014-03-24 This practical guidance was created for enterprises using or considering using cloud computing It provides a governance and control framework based on COBIT 5 and an audit program using COBIT 5 for Assurance This information can assist enterprises in assessing the potential value of cloud investments to determine whether the risk is within the acceptable level In addition it provides a list of publications and resources that can help determine if cloud computing is the appropriate solution for the data and processes being considered **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 **It Governance** Michael Wallace, Lawrence J.
Webber, 2021-11-18 The role of IT management is changing even more quickly than information technology itself IT
Governance Policies Procedures 2022 Edition is an updated guide and decision making reference that can help you to devise
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