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ITIL Foundation Handbook [pack of 10 Copies - Chinese Edition] Stationery Office 2013-02-05 This quick-reference revision guide has been designed to help students prepare for their foundation exam. It is also a key reference aid for managers, practitioners, vendors and consultants in the workplace and while travelling. This handbook provides an introduction to the ITIL service lifecycle model and an overview of the ITIL qualification structure. It contains a chapter on each of the components of the lifecycle: service strategy, service design, service transition, service operation and continual service improvement.

BiSL® Pocket Guide – 2nd Edition Remko van der Pols & Yvette Backer 2012-05-10 This book describes a process framework for business information management, encompassing the best way to manage and execute business information management in day-to-day practice, and explaining how BiSL® can help. Effective management of business information is critically important for modern organizations. The Business Information Systems Library (BiSL) is a generic framework and a domain standard which is consistent with ITIL and ASL. As outsourcing of ICT activities increases, it is essential to maintain control of the services being delivered.

ISO/IEC 20000-1:2011 - A Pocket Guide Mart Rovers 2012-02-02 This Pocket Guide provides a concise explanation of the nature, content and aim of ISO/IEC 20000-1: 2011. It brings ISO/IEC 20000-1: 2011within reach of a vast international audience by providing the key elements of this important standard in a short, easy to read Pocket Guide: - it promote the awareness and the acceptability of ISO/IEC 20000-1: 2011as a valid standard for IT Services organisations; - it supports ISO/IEC 20000-1: 2011training and certification; - it is a quick reference to the core content of ISO/IEC 20000-1: 2011, for practitioners. 'ISO/IEC 20000-1: 2011: A Pocket Guide' is ideal for a broad range of practitioners, trainers and students, who work in IT as well as in other environments, ranging from experienced experts in (IT) service organisations, to those who are looking for a suitable approach to quality improvement issues.

Service offerings and agreements ITIL V3 intermediate capability handbook Alison Cartlidge 2010-11-08 This guide provides a quick reference to the processes covered by the ITIL V3 SOA syllabus. It is designed as a study aid for students taking the ITIL Capability qualification for SOA, and as a handy portable reference source for practitioners who work with these processes.

100 ITIL Foundation Exam Questions Brady Orand 2011-09 Ensure your success on the ITIL Foundation exam with these 100 exam questions with detailed rationale and BONUS sample exam. Each and every question closely resemble the types and format of questions you will experience on your exam. This representative sample of questions covers definitions and terms, process activities and relationships, key concepts and questions from other topics that you will see on your exam.

ITIL Foundation Essentials ITIL 4 Edition - The ultimate revision guide, second edition Claire Agutter 2020-04-14 ITIL® Foundation Essentials ITIL 4 Edition is the ultimate revision guide for

candidates preparing for the ITIL 4 Foundation exam. It is fully aligned with the Foundation course syllabus and gives a clear and concise overview of the facts. This second edition has been updated to align with amendments to the ITIL® 4 Foundation syllabus.

 Global Standards and Publications - Edition 2016/2017 VHP 2016-03-09 Van Haren Publishing is the world's leading publisher in best practice, methods and standards within IT Management, Project Management, Enterprise Architecture and Business Management. We are the offi cial publisher for some of the world's leading organizations and their frameworks including: The Open Group [TOGAF], IPMA-NL, ITSqc [eSCM Models], GamingWorks [ABC of ICT], ASL BiSL Foundation, IAOP®, IACCM, CRP Henri Tudor and PMI NL. This catalog will provide you with an overview of our most popular and upcoming titles, but also gives you a quality summary on internationally relevant frameworks. Van Haren Publishing is an independent, worldwide recognized publisher, well known for our extensive professional network (authors, reviewers and accreditation bodies of standards), fl exibility and years of experience. We make content available in hard copy and digital formats, designed to suit your personal preference (iPad, Kindle and online), available through over 50 distribution partners (Amazon, Google Play, Barnes & Noble, Managementboek and Bol.com, etc.) and over 700 outlets worldwide. Free whitepapers are available in our eKnowledge, with a licence for our eLibrary you can download all our eBooks within your area of expertise and in our eShop you can place your order in your favorite media format: hard copy or eBook.

 ITIL® 2011 Edition – A Pocket Guide Jan van Bon a.o. 2011-12-30 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 APMG's ITIL Foundation Certificate syllabus. By this book is a separate file (free, via internet) available: • All images in the book, in Powerpoint format. Click on the button Training Material by the book on our website.

 Scrum – A Pocket Guide Gunther Verheyen 2013-11-04 This pocket guide is the one book to read for everyone who wants to learn about Scrum. The book covers all roles, rules and the main principles underpinning Scrum, and is based on the Scrum Guide Edition 2013. A broader context to this fundamental description of Scrum is given by describing the past and the future of Scrum. The author, Gunther Verheyen, has created a concise, yet complete and passionate reference about Scrum. The book demonstrates his core view that Scrum is about a journey, a journey of discovery and fun. He designed the book to be a helpful guide on that journey. Ken Schwaber, Scrum co-creator says that this book currently is the best available description of Scrum around. The book combines some rare characteristics: • It describes Scrum in its entirety, yet places it in a broader context (of past and future). • The author focuses on the subject, Scrum, in a way that it truly supports the reader. The book has a language and style in line with the philosophy of Scrum. • The book shows the playfulness of Scrum. David Starr and Ralph Jocham, Professional Scrum trainers and early agile adopters, say that this is the ultimate book to be advised as follow-up book to the students they teach Scrum to and to teams and managers of organizations that they coach Scrum to.

 ITIL Foundation Exam Study Guide Liz Gallacher 2012-08-15 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 management processes Reviews the building, testing, authorizing, documenting, and implementation of new and changed services into operation Addresses creating and maintaining value for customers through monitoring and improving services, processes, and technology Download valuable study tools including practice exams, flashcards, a glossary of key terms and more. If you prefer self-study over the more expensive training course, but you don't want to skimp on information or preparation, then this study guide is for you.

ISO/IEC 20000:2011 - A Pocket Guide Mart Rovers 2013-02-27 This Pocket Guide provides a concise explanation of the nature, content and aim of ISO/IEC 20000-1: 2011 and a short summary of ISO/IEC 20000-2:2012. It brings ISO/IEC20000 Part 1 and Part 2 within reach of a vast international audience by providing the key elements of this important standard in a short, easy to read format: • it promote the awareness and the acceptability of ISO/IEC 20000 Part 1 and Part 2 as a valid standard for IT Services organizations; • it supports ISO/IEC 20000 training and certification and • it is a quick reference for practitioners to the core content of ISO/IEC 20000.

Become ITIL Foundation Certified in 7 Days Abhinav Krishna Kaiser 2016-12-30 Pass the ITIL Foundation examination by learning the basics of ITIL and working through real-life examples. This book breaks the course down for studying in 7 days with 3 hours a day, which means at the end of a week you are ready to pass the exam. You'll also see tips and an array of sample questions, as well as FAQs on ITIL. All this will prepare you for the examination and give you the knowledge required to pass with flying colors. After using Become ITIL Foundation Certified in 7 Days and earning the ITIL Foundation certification, you'll be well placed to get the career you always wanted. What You Will Learn Gain ITIL basics – the entire syllabus designed of the ITIL Foundation certification Obtain a deep-rooted understanding of ITIL topics and not textbook knowledge Prepare for the ITIL Foundation examination Sort out career-related queries and decide whether ITIL will aid your career Who This Book Is For IT professionals from the IT services industry are the primary audience.

ASL® 2 - A Pocket Guide Remko van der Pols & Yvette Backer 2014-02-26 The Application Services Library ASL is a public domain framework and the standard for application management. This pocket guide offers an introduction to the framework ASL 2, an evolutionary update of the ASL framework that was introduced in 2001 and is used by more and more organizations since then. This compact book offers a generic introduction and additional background information through a case study. This case study offers a historic perspective, with examples comparing the past situation for ASL and the present with ASL 2. ASL will offer support to anyone implementing application management. Additional support is given by best practices that are published on the website of the ASL BiSL Foundation. ASL aligns with other frameworks, e.g. BiSL for Business Information Management and ITIL for IT Service Management.

It Service Management Using Itil(r) and UML, 2nd Edition Lars Dibbern 2016-05-29 Why another book about IT service management? This book may serve as a tutorial as well as a work of reference IT service management in general and to ITIL(r) V3, 2011 Edition. In order to illustrate processes, systems and relationships, the figures in this book are UML graphs, taken from a UML model. These UML graphs either interpret existing original diagrams or illustrate new aspects or examples. The advantage of UML over less formal diagram notations is its defined syntax and semantics that helps the reader to understand contexts more easily. In order to understand IT service management you have to get along with a pile of terms and abbreviations that are subject of this book's comprehensive glossary."

Scrum – A Pocket Guide – 3rd edition Gunther verheyen 2021-01-26 This pocket guide to Scrum is the one book for everyone who wants to learn or re-learn about Scrum. The book describes the framework as it was designed and intended, with a strong focus on the purpose to the rules and adding an historical perspective to Scrum and the Agile movement. As the balance of society keeps shifting from industrial labor to digital work, complexity and unpredictability keep increasing. The need for agility through Scrum increases equally, in and beyond software and product development. This 3rd edition of Scrum - A Pocket Guide, while introducing some changes in terminology, more than ever offers the clarity and insights on Scrum that many organizations need, more than ever. It will help people and their organizations properly shape their Scrum,

regardless of their domain or business. Scrum – A Pocket Guide is an extraordinarily competent book. It flows with insight, understanding, and perception. This should be the de facto standard handout for all looking for a complete, yet clear overview of Scrum without being bothered by irrelevancies. (Ken Schwaber, Scrum co-creator) The author, Gunther Verheyen, is a seasoned Scrum practitioner (2003). He has been employing Scrum since 2003. He was partner to Ken Schwaber and Director of the Professional Scrum series at Scrum.org. He is the founder of Ullizee-Inc and engages with people and organizations as an independent Scrum Caretaker on a journey of humanizing the workplace with Scrum.

ITIL For Dummies Peter Farenden 2012-04-23 Annotation An easy-to-understand introduction to using best practice techniques within IT service management, 'ITIL for Dummies' provides an easy-to-understand introduction to using best practice guidance within IT service management.

Passing the ITIL® Foundation Exam Vince Pultorak 2012-02-02 This book helps people prepare for the ITIL® 2011 Edition Foundation qualification exam. It contains direct links to the full syllabus and specifies the terms and definitions required. In addition it gives sample questions for practice both within the text and also a number of the official exams questions in the back. The content of this book is based on the ITIL® 2011 Edition core guidance and APMG's ITIL Foundation Certificate syllabus edition 2011. Written by globally experienced trainers and reviewed by other professionals this unique work provides clear and concise guidance for all those seeking to achieve success at the ITIL Foundation Level. Covering: A clear and concise explanation of the exam structure; Key text for the exams; Sample exam questions and sample answers and Hints and Tips and practical examples this book will highlight for readers the key items they need for the ITIL Foundation Exam that will increase chances of success. By this book is a separate file (free, via internet) available: • All images in the book, in Powerpoint format. Click on the button Training Material by the book on our website.

ITIL Foundation Complete Certification Kit - Fourth Edition Ivanka Menken 2011 "The only resource you will need to learn about IT Service Management and pass the ITIL Foundation Certificate in IT Service Management exam, including: designed in accordance with the ITIL 2011 syllabus; narrated presentation of content - iPad/iPhone friendly; exam preparation modules including sample exams; support from accredited ITIL trainers; and online forum to interact with other students."--Cover.

Global Standards and Publications VHP et al 2016-03-03 Van Haren Publishing is the world's leading publisher in best practice, methods and standards within IT Management, Project Management, Enterprise Architecture and Business Management. We are the offi cial publisher for some of the world's leading organizations and their frameworks including: The Open Group [TOGAF], IPMA-NL, ITSqc [eSCM Models], GamingWorks [ABC of ICT], ASL BiSL Foundation, IAOP®, IACCM, CRP Henri Tudor and PMI NL. This catalog will provide you with an overview of our most popular and upcoming titles, but also gives you a quality summary on internationally relevant frameworks. Van Haren Publishing is an independent, worldwide recognized publisher, well known for our extensive professional network (authors, reviewers and accreditation bodies of standards), fl exibility and years of experience. We make content available in hard copy and digital formats, designed to suit your personal preference (iPad, Kindle and online), available through over 50 distribution partners (Amazon, Google Play, Barnes & Noble, Managementboek and Bol.com, etc.) and over 700 outlets worldwide. Free whitepapers are available in our eKnowledge, with a licence for our eLibrary you can download all our eBooks within your area of expertise and in our eShop you can place your order in your favorite media format: hard copy or eBook.

Implementing IT Governance - A Practical Guide to Global Best Practices in IT Management Gad J. Selig 2008-04-12 The issues, opportunities and challenges of aligning information technology more closely with an organization and effectively governing an organization's Information Technology (IT) investments, resources, major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management in enterprises on a global basis. 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 (portfolio investment)

management, program and project management, IT service management and delivery, strategic sourcing and outsourcing, performance management and metrics, like the balanced scorecard, compliance and others. Much less has been written about a comprehensive and integrated IT/Business Alignment, Planning, Execution and Governance approach. This new title fills that need in the marketplace and gives readers a structured and practical solutions using the best of the best principles available today. The book is divided into nine chapters, which cover the three critical pillars necessary to develop, execute and sustain a robust and effective IT governance environment - leadership and proactive people and change agents, flexible and scalable processes and enabling technology. Each of the chapters also covers one or more of the following action oriented topics: demand management and alignment (the why and what of IT – strategic planning, portfolio investment management, decision authority, etc.); execution management (includes the how - Program/Project Management, IT Service Management with IT Infrastructure Library (ITIL) and Strategic Sourcing and outsourcing); performance, risk and contingency management (e.g. includes COBIT, the balanced scorecard and other metrics and controls); and leadership, teams and people skills.

IT Service Management Based on ITIL® 2011 Edition Pierre Bernard 1970-01-01 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 ImprovementNew, 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

Scrum – A Pocket Guide - 2nd edition Gunther Verheyen 2019-02-16 This pocket guide to Scrum is the one book for everyone who wants to learn or re-learn about Scrum. The book describes the framework as it was designed and intended, with a strong focus on the purpose to the rules and adding an historical perspective to Scrum and the Agile movement. Several elements that were described in the first edition of Scrum - A Pocket Guide (2013) were later added to the official Scrum Guide. The most noticeable ones are the Scrum Values (2016) and the description of the 3 questions of the Daily Scrum as a good, yet optional practice (2017). As the balance of society keeps shifting from industrial labor to digital work, complexity and unpredictability keep increasing. The need for agility through Scrum increases equally, in and beyond software and product development. This 2nd edition of Scrum - A Pocket Guide offers the clarity and insights on Scrum that many organizations need, today and in the foreseeable future. Scrum – A Pocket Guide is an extraordinarily competent book. It flows with insight, understanding, and perception. This should be the de facto standard handout for all looking for a complete, yet clear overview of Scrum without being bothered by irrelevancies. (Ken Schwaber, Scrum co-creator) The author, Gunther Verheyen, is a seasoned Scrum practitioner (2003). Throughout his standing career as a consultant, Gunther has employed Scrum in diverse circumstances. He was partner to Ken Schwaber and Director of the Professional Scrum series at Scrum.org. He is the founder of Ullizee-Inc and engages with people and organizations as an independent Scrum Caretaker.

Global Standards and Publications - Edition 2018/2019 Van Haren Publishing 2017-09-30 Van Haren Publishing is the world's leading publisher in best practice, methods and standards within IT Management, Project Management, Enterprise Architecture and Business Management. We are the official publisher for some of the world's leading organizations and their frameworks including: The Open Group , IPMA, ASL BiSL Foundation, IAOP® and IACCM. This catalog will provide you with an overview of our most popular and upcoming titles (including courseware), but also gives you a quality summary on internationally relevant frameworks. Van Haren Publishing is an independent, worldwide recognized publisher, well known for our extensive professional network (authors, reviewers and accreditation bodies of standards), flexibility and years of experience. We make content available in hard copy and digital formats, designed to suit your personal preference (iPad, Kindle and online), available through over 50 distribution partners (Amazon, Google Play, Barnes & Noble, Managementboek and Bol.com, etc.) and over 700 outlets worldwide.

ITIL® 2011 Editie - Pocketguide Jan van Bon 1970-01-01 Note: This pocket book is available in several languages: English, German, Dutch.Vanaf 2001 hebben de ITIL pocketguides van Van Haren Publishing lezers over de gehele wereld ingeleid in de wereld van ITIL (IT Infrastructure Library), het belangrijkste framework voor IT-servicemanagement. Deze pocketguide voorziet weer in dezelfde behoefte als de vorige edities: het bieden van een nauwgezette samenvatting van ITIL, gebaseerd op ITIL 2011 Editie. De essentie van 2000 pagina s van de officiële ITIL manuals, samengevat op circa 160 pagina s in pocketguide-formaat. Dit is in de eerste plaats een handzame gids over ITIL voor iedereen die werkzaam is in de wereld van IT-servicemanagement. Wat zijn de essentiële servicemanagement-processen en -functies? Wat is de lifecycle approach ?Kortom, deze pocketguide is een uitkomst voor IT-servicemanagers en alle anderen die moeten of willen werken met de nieuwste ITIL-versie, maar te weinig tijd hebben om de officiële manuals te bestuderen.In de tweede plaats kan de ITIL pocketguide worden gebruikt als onderdeel van het studiemateriaal voor iedereen die zich wil certificeren voor het ITIL Foundation-examen. De inhoud dekt alle specificaties van de ITIL Foundation Certificate Syllabus van APMG.

Open Information Security Management Maturity Model O-ISM3 The Open Group 2011-05-05 The O-ISM3 standard focuses on the common processes of information security. It is technology-neutral, very practical and considers the business aspect in depth. This means that practitioners can use O-ISM3 with a wide variety of protection techniques used in the marketplace. In addition it supports common frameworks such as ISO 9000, ISO 27000, COBIT and ITIL. Covers: risk management, security controls, security management and how to translate business drivers into security objectives and targets

ITIL Foundation Axelos 2019 ITIL is a widely adopted body of knowledge and best practices for successful IT Service Management that links with training and certification. ITIL 4 has evolved from the current version by re-shaping much of the established ITSM practices in the wider context of customer experience; value streams and digital transformation; as well as embracing new ways of working, such as Lean, Agile, and DevOps. ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology. It is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services. "ITIL Foundation" is the first ITIL 4 publication and the latest evolution of the most widely-adopted guidance for ITSM. Its audience ranges from IT and business students taking their first steps in service management to seasoned professionals familiar with earlier versions of ITIL and other sources of industry best practice. The guidance provided in this publication can be adopted and adapted for all types of organizations and services. To show how the concepts of ITIL can be practically applied to an organization's activities, ITIL Foundation follows the exploits of a fictional company on its ITIL journey.

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.

IT Service Management Ernest Brewster 2012-05-08 ITIL® is a framework for IT service management and provides best management practice to meet ISO/IEC 20k. The guide introduces ITIL to Foundation Examination candidates and offers a practical understanding of IT service management. This new edition is compatible with the 2011 update to ITIL®. It includes the following additional processes: business relationship management; design coordination; strategy

management for IT services; transition planning and support. An ITIL® licensed product.

Implementing ITSM Randy A. Steinberg 2014-03-05 The traditional IT operating model of delivering IT to the business in the form of bundled capabilities and assets is now wearing thin in an age of cloud computing, on-demand services, virtualization, mobile devices, outsourcing and rapidly changing business delivery strategies. The role of IT is rapidly changing from a primary focus on engineering to a primary focus on service integration. How might an IT organization effect this transformation? Finally, there is a book that shows you how! This is not a theoretical treatise but a practical guide that shows you the activities and steps to show results quickly. Learn how to define and build a comprehensive IT service management solution that incorporates process, technology, organization, and governance activities. Discover practical tips and step-by-step approaches for defining your IT Service Management Vision, building your processes, developing a communications strategy, analyzing stakeholders, identifying technology requirements, and building your transformation program. Organizations that have already undertaken a transformation to IT service management are finding game-changing results positively received by both business executives and customers of their IT services. Using this book, start your transformation today!

Foundations of ITIL® 2011 Edition Pierre Bernard 1970-01-01 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.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

The Demand Supply Governance Framework Menzo Meijer 2012-06-06 Demand Supply Governance is a skill in high demand because of the following: Ever faster technology advances, pressures on costs and service levels causes pressure on the IT departments to deliver. Outsourcing has made the market more competitive IT departments are poor at demonstrating and publicizing their added value. The Demand Supply Governance discipline addresses these issues by focusing on: Encouraging services, as required by and agreed upon with the business, which are actually delivered to the business: on time and in accordance with the agreed upon quality specifications, and at an acceptable level of costs. Increasing the added value of IT and making it manifest This title looks at the key frictions of encouraging IT Supply to meet Business Demand. By encouraging a pro-active approach this title suggests that IT departments can dramatically improve their profile and their services to the organization It describes an established framework with a key set of principles as well as practical issues such as roles, organization and implementation. This title supports the Sourcing Governance Foundation Qualification. SGF Qualification also qualifies an individual for COS-FP certification from IAOP®.

Six Sigma for IT Management - A Pocket Guide Sven den Boer 2011-03-03 Six Sigma provides a quantitive methodology of continuous (process) improvement and cost reduction, by reducing the amount of variation in process outcomes. The production of a product, be it a tangible product like a car or a more abstract product like a service, consists of a series of processes. All processes consist of a series of steps, events, or activities. Six Sigma measures every step of the process by breaking apart the elements within each process, identifying the critical characteristics, defining and mapping the related processes, understanding the capability of each process, discovering the weak links, and then upgrading the capability of the process. It is only by taking these steps that a business can raise the 'high-water mark' of its performance. IT is now a fundamental part of business and business processes; this book demonstrates how IT can be made to work as an

enabler to better business processes, and how the Six Sigma approach can be used to provide a consistent framework for measuring process outcomes. ITIL defines the 'what' of Service Management; Six Sigma defines the 'how' of process improvement; together they are a perfect fit of improving the quality of IT service delivery and support. The Six Sigma approach also provides measures of process outcomes, and prescribes a consistent approach in how to use these metrics. This Pocket guide, provides a coherent view and guidance for using the Six Sigma approach successfully in IT service organisations. It particularly aims to merge ITIL and Six Sigma into a single approach for continuous improvement of IT service organizations.

 Fundamentals of Contract and Commercial Management International Association for Contract and Commercial Management 2013-09-23 This ground-breaking title from the world's leading authority on contemporary contracting best practices, the IACCM (International Association for Contract and Commercial Management) delivers a lively and practical complete insight into the contracting process which is useful in both business and personal life. Contracts are the language of business, and this book gives readers the essentials that can make a difference to any deal, no matter how big or small. Designed for the non-contract business professional, this book takes project managers and other professionals through the basic process and gives them a road map to improved results, increased value, and successful outcomes In this book you'll find sensible guidance and approaches to ensure business success. Case studies showing you what can go wrong – and what can go right -- bring theory into the real world. Checklists give confidence and enable you to be certain that you have asked and answered the right questions as you go through any deal. This real-world approach demonstrates the value of effective contracting. This is not dry, academic prose. It is compelling and dynamic advice and tools to manage business relationships for both buyers and sellers.

 ITIL®4 Jan van Bon 2019 The ITIL pocket guides of Van Haren Publishing are since long recognized as the industry classic guide on the topic of ITIL, in many languages. 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 pocket guide will provide readers with an understanding of the ITIL 4 service management framework, by: * understanding the key concepts of service management * understanding how the seven ITIL guiding principles can help an organization adopt and adapt service management * understanding the four dimensions of service management * understanding the purpose and components of the ITIL service value system * understanding the six activities of the service value chain, and how they interconnect * knowing the purpose and key terms of 15 of the 34 ITIL practices * understanding seven of these 15 ITIL practices in detail All exam requirements for the ITIL 4 Foundation exam are covered in this pocket guide. It also provides support for everyone who has knowledge of previous ITIL editions and is looking for a bridge to the new edition. ITIL 4 took a big leap into the modern world of IT service management, covering the latest principles and practices in a customer-focused, service-centric way, enabling Agile principles for maximum support of any business. Bron: Flaptekst, uitgeversinformatie.

 A Guide to Customer Service Skills for the Service Desk Professional Donna Knapp 2014-05-12 A GUIDE TO CUSTOMER SERVICE SKILLS FOR THE SERVICE DESK PROFESSIONAL, the definitive service desk text now available in a fully revised fourth edition, teaches technical professionals the skills and work habits needed to successfully interact with customers and achieve job satisfaction. Each chapter describes a specific business skill, soft skill, or self-management skill required to deliver effective technical customer support while providing proven, how-to techniques for mastering that skill. Research and references have been updated in each chapter, and the latest ITIL vocabulary and concepts are reflected throughout the text. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

 Metrics for Service Management: Peter Brooks 2012-03-03 This title is the sister book to the global best-seller Metrics for IT Service Management. Taking the basics steps described there, this new title describes the context within the ITIL 2011 Lifecycle approach. More than that it looks at the overall goal of metrics which is to achieve Value. The overall delivery of Business Value is driven by Corporate Strategy and Governance, from which Requirements are developed and Risks identified. These Requirements drive the design of Services, Processes and Metrics. Metrics are

designed and metrics enable design as well as governing the delivery of value through the whole lifecycle. The book shows the reader how do achieve this Value objective by extending the ITIL Service Lifecycle approach to meet business requirements.

ITIL® Foundation Essentials ITIL 4 Edition Claire Agutter 2020-04-09 ITIL(R) Foundation Essentials ITIL 4 Edition is the ultimate revision guide for candidates preparing for the ITIL 4 Foundation exam. It is fully aligned with the Foundation course syllabus and gives a clear and concise overview of the facts. This second edition has been updated to align with amendments to the ITIL(R) 4 Foundation syllabus.

A Guide to Service Desk Concepts Donna Knapp 2013-02-21 Translate technical expertise into an effective career in computer user support with the help of Knapp's A GUIDE TO SERVICE DESK CONCEPTS, 4E. This trusted, contemporary guide introduces the latest developments, research, resources and trends as they happen in computer user support. Readers explore the various types of service desks and gain a solid understanding of the diverse roles and skills required. This edition also reviews the processes and technologies that ensure the service desk is operating efficiently and examines how today's leading organizations measure service desk success. The author references the very latest ITIL 2011 best practices, leading quality and IT service management frameworks and standards to ensure this edition presents the most recent information regarding the role of outsourcing and certification in the service desk. New case studies and case projects provide on-the-job practice, while updated chapters highlight the evolving role of the service desk to relationship managers and how technology trends, such as cloud computing, virtualization, mobile technology and consumerization, are impacting the service desk. New material also examines the current emphasis on self-help and the effects of self-healing capabilities within newer generation technologies. A GUIDE TO SERVICE DESK CONCEPTS, 4E provides the overview needed for success in computer user support today. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Basic Service Management Rob England 2011-08-01 Service Management is the potent idea that could change your business. This useful little book is a pocket guide on how to operate any enterprise, described from the point of view of the services it delivers. After all, delivery is what success is all about. It describes the basics, in realistic pragmatic terms. And it is brief - we limited ourselves to 50 pages. Whether you are in manufacturing, trades, retail, IT, not-for-profit...; whether you provide service internally to the rest of your organisation or externally to paying customers; whether you work anywhere from a small business to a government department; this book introduces you to service management. It will get you started, get you up and running, and it will set you on the path to the advanced concepts if that is where you need to be.

Planning, protection and optimization ITIL V3 intermediate capability handbook George Kinnear 2010-11-08 This guide provides a quick reference to the processes covered by the ITIL V3 PPO syllabus. It is designed as a study aid for students taking the ITIL Capability qualification for PPO, and as a handy portable reference source for practitioners who work with these processes.