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*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. [ICMLG2013 Proceedings of the International Conference on Management, Leadership and Governance 2013](#)

*Business Process Management Workshops* Michael zur Muehlen 2011-05-10 This book constitutes the thoroughly refereed post-workshop proceedings of nine international workshops held in Hoboken, NJ, USA, in conjunction with the 8th International Conference on Business Process Management, BPM 2010, in September 2010. The nine workshops focused on Reuse in Business Process Management (rBPM 2010), Business Process Management and Sustainability (SusBPM 2010), Business Process Design (BPD 2010), Business Process Intelligence (BPI 2010), Cross-Enterprise Collaboration, People, and Work (CEC-PAW 2010), Process in the Large (IW-PL 2010), Business Process Management and Social Software (BPMS2 2010), Event-Driven Business Process Management (edBPM 2010), and Traceability and Compliance of Semi-Structured Processes (TC4SP 2010). In addition, three papers from the special track on Advances in Business Process Education are also included in this volume. The overall 66 revised full papers presented were carefully reviewed and selected from 143 submissions.

*Executive's Guide to IT Governance* Robert R. Moeller 2013-01-29 Create strong IT governance processes In the current business climate where a tremendous amount of importance is being given to governance, risk, and compliance (GRC), the concept of IT governance is becoming an increasingly strong component. *Executive's Guide to IT Governance* explains IT governance, why it is important to general, financial, and IT managers, along with tips for creating a strong governance, risk, and compliance IT systems process. Written by Robert Moeller, an authority in auditing and IT governance Practical, no-nonsense framework for identifying, planning, delivering, and supporting IT services to your business Helps you identify current strengths and weaknesses of your enterprise IT governance processes Explores how to introduce effective IT governance principles with other enterprise GRC initiatives Other titles by Robert Moeller: *IT Audit, Control, and Security* and *Brink's Modern Internal Auditing: A Common Body of Knowledge* There is strong pressure on corporations to have a good understanding of their IT systems and the controls that need to be in place to avoid such things as fraud and security violations. *Executive's Guide to IT Governance* gives you the tools you need to improve systems processes through IT service management, COBIT, and ITIL.

*The CMDB Imperative* Glenn O'Donnell 2009-02-19 Implement Configuration Management Databases that Deliver Rapid ROI and Sustained Business Value Implementing an enterprise-wide Configuration Management Database (CMDB) is one of the most influential actions an IT organization can take to improve service delivery and bridge the gap between technology and the business. With a well-designed CMDB in place, companies are better positioned to manage and optimize IT infrastructure, applications, and services; automate more IT management tasks; and restrain burgeoning costs. Now, there's an objective, vendor-independent guide to making a CMDB work in your organization. *The CMDB Imperative* presents a start-to-finish implementation methodology that works and describes how the CMDB is shifting to the superior Configuration Management System (CMS). Expert CMDB industry analyst Glenn O'Donnell and leading-edge architect and practitioner Carlos Casanova first review the drivers behind a CMDB and the technical, economic, cultural, and political obstacles to success. Drawing on the experiences of hundreds of organizations, they present indispensable guidance on architecting and customizing CMDB solutions to your specific environment. They'll guide you through planning, implementation, transitioning into production, day-to-day operation and maintenance, and much more. Coverage includes Defining the tasks and activities associated with configuration management Understanding the CMDB's role in ITIL and the relationship between CMDBs and ITIL v3's CMS Building software models that accurately represent each entity in your IT environment Ensuring information accuracy via change management and automated discovery Understanding the state of the CMDB market and selling the CMDB within your organization Creating federated CMDB architectures that successfully balance autonomy with centralized control Planning a deployment strategy that sets appropriate priorities and reflects a realistic view of your organization's maturity Integrating systems and leveraging established and emerging standards Previewing the future of the CMDB/CMS and how it will be impacted by key trends such as virtualization, SOA, mobility, convergence, and "flexi-sourcing"

*Energize Growth Now* Lisa Nirell 2009-06-03 A strategy and marketing guide for growth companies Growth at any price can be exhausting for B-2-B companies and professional service providers who want to win more clients. Many entrepreneurs watch their bank accounts

grow, but sacrifice too much in the process. Since 2001, wealth has taken on a whole new meaning. In this tell-all marketing guidebook, Lisa Nirell reveals a contemporary, contrarian, and field-tested view of marketing and planning. Successful growth and exit planning aren't about maximizing revenues or launching Internet marketing campaigns. Instead, they're about creating a compelling vision of the future, winning clients' hearts and minds, and defining the "wealth quotient" in a holistic way. This practical, real-world guide shows readers how to develop a strategic marketing plan that really works—and avoid the attitudes that sabotage great ideas.

Continual service improvement 2007-05-30 This publication focuses on continual service improvement (CSI) from both an IT service and IT service management perspective. It introduces the concept of CSI at a high level and defines its value before describing common methods and techniques. The guidance is written for managers and practitioners at all levels.

CIO 2006-10-15

Executive's Guide to COSO Internal Controls Robert R. Moeller 2013-12-11 Essential guidance on the revised COSO internal controls framework Need the latest on the new, revised COSO internal controls framework? Executive's Guide to COSO Internal Controls provides a step-by-step plan for installing and implementing effective internal controls with an emphasis on building improved IT as well as other internal controls and integrating better risk management processes. The COSO internal controls framework forms the basis for establishing Sarbanes-Oxley compliance and internal controls specialist Robert Moeller looks at topics including the importance of effective systems on internal controls in today's enterprises, the new COSO framework for effective enterprise internal controls, and what has changed since the 1990s internal controls framework. Written by Robert Moeller, an authority in internal controls and IT governance Practical, no-nonsense coverage of all three dimensions of the new COSO framework Helps you change systems and processes when implementing the new COSO internal controls framework Includes information on how ISO internal control and risk management standards as well as COBIT can be used with COSO internal controls Other titles by Robert Moeller: IT Audit, Control, and Security, Executives Guide to IT Governance Under the Sarbanes-Oxley Act, every corporation has to assert that their internal controls are adequate and public accounting firms certifying those internal controls are attesting to the adequacy of those same internal controls, based on the COSO internal controls framework. Executive's Guide to COSO Internal Controls thoroughly considers improved risk management processes as part of the new COSO framework; the importance of IT systems and processes; and risk management techniques.

Agile Risk Management Alan Moran 2014-03-18 This work is the definitive guide for IT managers and agile practitioners. It elucidates the principles of agile risk management and how these relate to individual projects. Explained in clear and concise terms, this synthesis of project risk management and agile techniques is illustrated using the major methodologies such as XP, Scrum and DSDM. Although the agile community frequently cites risk management, research suggests that risk is often narrowly defined and, at best, implicitly treated, which in turn leads to an inability to make informed decisions concerning risk and reward and a poor understanding of when to engage in risk-related activities. Moreover, the absence of reference to enterprise risk management means that project managers are unable to clearly articulate scope or tailor their projects in line with the wider expectations of the organisation. Yet the agile approach, with its rich toolset of techniques, is very well equipped to effectively and efficiently deal with the risks that arise in projects. Alan Moran addresses the above issues by proposing an agile risk-management process derived from classical risk management but adapted to the circumstances of agile projects. Though his main focus is on the software development process, much of what he describes could be applied to other types of IT projects as well. This book is intended for anyone who is serious about balancing risk and reward in the pursuit of value for their stakeholders, and in particular for those directly involved in agile software development who share a concern for how risk should be managed. Whilst a thorough background in risk management is not presumed, a basic level of familiarity with or exposure to agility is helpful.

Digitalization Cases Nils Urbach 2018-09-20 This book presents a rich compilation of real-world cases on digitalization, the goal being to share first-hand insights from respected organizations and to make digitalization more tangible. As virtually every economic and societal sector is now being challenged by emerging technologies, the digital economy is a highly volatile, uncertain, complex and ambiguous place - and one that holds substantial challenges and opportunities for established organizations. Against this backdrop, this book reports on best practices and lessons learned from organizations that have succeeded in overcoming the challenges and seizing the opportunities of the digital economy. It illustrates how twenty-one organizations have leveraged their capabilities to create disruptive innovations, to develop digital business models, and to digitally transform themselves. These cases stem from various industries (e.g. automotive, insurance, consulting, and public services) and countries, reflecting the many facets of digitalization. As all case descriptions follow a uniform schema, they are easily accessible, and provide insightful examples for practitioners as well as interesting cases for researchers, teachers and students. Digitalization is reshaping business on a global scale, and it is evident that organizations must transform to thrive in the digital economy. Digitalization Cases provides first-hand insights into the efforts of renowned companies. The presented actions, results, and lessons learned are a great inspiration for managers, students, and academics. Anna Kopp, Head of IT Germany, Microsoft Understanding digitalization in all its facets requires knowledge about its opportunities and challenges in different contexts. Providing 21 cases from different companies all around the world, Digitalization Cases makes an important contribution toward the comprehensibility of digitalization - from a practical and a scientific point of view. Dorothy Leidner, Ferguson Professor of Information Systems, Baylor University This book is a great source of inspiration and insight on how to drive digitalization. It shows easy to understand good practice examples which illustrate opportunities, and at the same time helps to learn what needs to be done to realize them. I consider this book a must-read for every practitioner who cares about digitalization. Martin Petry, Chief Information Officer and Head of Business Excellence, Hilti

Business Process Change Paul Harmon 2010-07-28 Every company wants to improve the way it does business, to produce goods and services more efficiently, and to increase profits. Nonprofit organizations are also concerned with efficiency, productivity, and with achieving the goals they set for themselves. Every manager understands that achieving these goals is part of his or her job. BUSINESS PROCESS MANAGEMENT (or BPM) is what they call these activities that companies perform in order to improve and adapt processes that will help improve the way they do business. In this balanced treatment of the field of business process change, Paul Harmon offers concepts, methods, and cases for all aspects and phases of successful business process improvement. Updated and added for this edition are coverage of business process management systems, business rules, enterprise architectures and frameworks (SCOR), and more content on Six Sigma and Lean--in addition to new coverage of performance metrics. \* Extensive revision and update to the successful BPM book, addressing the growing interest in Business Process Management Systems, and the integration of process redesign and Six Sigma concerns. \* The best first book on business process, the most up-to-date book to read to learn how all the different process elements fit together. \* Presents a methodology based on the best practices available that can be tailored for specific needs and that maintains a focus on the human aspects of process redesign. \* Offers all new detailed case studies showing how these methods are implemented.

*Ten Steps to ITSM Success* Angelo Esposito 2013-02-07 Guides the reader through an ITSM transformation journey based on the authors' real-world experiences, in a ten-step approach.

*Resources in Education* 1995-04

*Co-Engineering Applications and Adaptive Business Technologies in Practice: Enterprise Service Ontologies, Models, and Frameworks* Ramanathan, Jay 2009-03-31 Provides knowledge that forms the basis for successful co-engineering of the adaptive complex enterprise for services delivery.

*IP Address Management* Timothy Rooney 2021-01-13 Rediscover fundamental and advanced topics in IPAM, DNS, DHCP and other core networking technologies with this updated one-stop reference The thoroughly revised second edition of IP Address Management is the definitive reference for working with core IP management technologies, like address allocation, assignment, and network navigation via DNS. Accomplished professionals and authors Timothy Rooney and Michael Dooley offer readers coverage of recent IPAM developments in the world of cloud computing, Internet of Things (IoT), and security, as well as a comprehensive treatment of foundational concepts in IPAM. The new edition addresses the way that IPAM needs and methods have evolved since the publication of the first edition. The book covers the impact of mainstream use of private and public cloud services, the maturation of IPv6 implementations, new DNS security approaches, and the proliferation of IoT devices. The authors have also reorganized the flow of the book, with much of the technical reference material appearing at the end and making for a smoother and simpler reading experience. The 2nd edition of IP Address Management also covers topics like such as: Discussions about the fundamentals of Internet Protocol Address Management (IPAM), including IP addressing, address allocation and assignment, DHCP, and DNS An examination of IPAM practices, including core processes and tasks, deployment strategies, IPAM security best-practices, and DNS security approaches A treatment of IPAM in the modern context, including how to adapt to cloud computing, the Internet of Things, IPv6, and new trends in IPAM A one-stop reference for IPAM topics, including IP addressing, DHCP, DNS, IPv6, and DNS security Perfect for IP network engineers and managers, network planners, network architects, and security engineers, the second edition of IP Address Management also belongs on the bookshelves of senior undergraduate and graduate students studying in networking, information technology, and computer security-related courses and programs.

*Computerworld* 2004-11-15 For more than 40 years, Computerworld has been the leading source of technology news and information for IT influencers worldwide. Computerworld's award-winning Web site (Computerworld.com), twice-monthly publication, focused conference series and custom research form the hub of the world's largest global IT media network.

*Service Design Practices for Healthcare Innovation* Mario A. Pfannstiel 2022-01-19 This book offers an overview of service design practices for healthcare and hospital management. It explores how these practices can help to generate innovations in healthcare and contribute to the improvement of patient-centered care. Respected experts, including scholars from various disciplines and practitioners from healthcare institutions, share essential insights into established research areas, fields of work and work structures, and discuss successful approaches, methods and tools. By illustrating innovative services, products, processes, systems, and technologies, as well as their application in practice, the authors highlight the role of participating stakeholders in service design projects and the added value that comes from sharing, communicating, networking and collaborating. This book is a must-read for scholars and practitioners in the hospital and healthcare sector. It will also appeal to anyone interested in organizational development, service business model innovation, customer involvement and perceptions, and service experience.

*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!

*ITIL® 4 Essentials: Your essential guide for the ITIL 4 Foundation exam and beyond, second edition* Claire Agutter 2020-04-28 ITIL® 4 Essentials contains everything you need to know to pass the ITIL 4 Foundation Certificate, plus more. It covers practices and concepts that are not addressed as part of the Foundation syllabus, making it ideal for newly qualified practitioners. This second edition has been updated to align with amendments to the ITIL® 4 Foundation syllabus.

*Service operation Great Britain. Office of Government Commerce* 2007-05-30 Management, Computers, Computer networks, Information exchange, Data processing, IT and Information Management: IT Service Management

*Operational Support and Analysis* John Sansbury 2011-01-04 This user-friendly book will help candidates pass the ITIL® OSA Intermediate examination. It references the source material from the core ITIL texts and helps readers make sense of the technical and complex ITIL terminology.

*Health Informatics - E-Book* Lynda R Hardy 2022-12-02 Learn how information technology intersects with today's health care! Health Informatics: An Inter-professional Approach, 3rd Edition, follows the tradition of expert informatics educators Ramona Nelson and Nancy Staggers with new lead author, Lynda R. Hardy, to prepare you for success in today's technology-filled healthcare practice. Concise coverage includes information systems and applications, such as electronic health records, clinical decision support, telehealth, mHealth, ePatients, and social media tools, as well as system implementation. New to this edition are topics that include analytical approaches to health informatics, increased information on FHIR and SMART on FHIR, and the use of health informatics in pandemics. Chapters written by experts in the field provide the most current and accurate information on continually evolving subjects like evidence-based practice, EHRs, PHRs, mobile health, disaster recovery, and simulation. Objectives, key terms, and an abstract at the beginning of each chapter provide an overview of what each chapter will cover. Case studies and discussion questions at the end of each chapter encourage higher-level thinking that can be applied to real world experiences. Conclusion and Future Directions discussion at the end of each chapter reinforces topics and expands on how the topic will continue to evolve. Open-ended discussion questions at the end of each chapter enhance students' understanding of the subject covered. mHealth chapter discusses all relevant aspects of mobile health, including global growth, new opportunities in underserved areas, governmental regulations on issues such as data leaking and mining, implications of patient-generated data, legal aspects of provider monitoring of patient-generated data, and increased responsibility by patients. Important content, including FDA- and state-based regulations, project management, big data, and governance models, prepares students for one of nursing's key specialty areas. UPDATED! Chapters reflect the current and evolving practice of health informatics, using real-life healthcare

examples to show how informatics applies to a wide range of topics and issues. NEW! Strategies to promote healthcare equality by freeing algorithms and decision-making from implicit and explicit bias are integrated where applicable. NEW! The latest AACN domains are incorporated throughout to support BSN, Master's, and DNP programs. NEW! Greater emphasis on the digital patient and the partnerships involved, including decision-making.

IBM Systems Journal 2007

CMMI for Services Eileen Forrester 2011-03-04 CMMI® for Services (CMMI-SVC) is a comprehensive set of guidelines to help organizations establish and improve processes for delivering services. By adapting and extending proven standards and best practices to reflect the unique challenges faced in service industries, CMMI-SVC offers providers a practical and focused framework for achieving higher levels of service quality, controlling costs, improving schedules, and ensuring user satisfaction. A member of the newest CMMI model, CMMI-SVC Version 1.3, reflects changes to the model made for all constellations, including clarifications of high-maturity practices, alignment of the sixteen core process areas, and improvements in the SCAMPI appraisal method. The indispensable CMMI® for Services, Second Edition, is both an introduction to the CMMI-SVC model and an authoritative reference for it. The contents include the complete model itself, formatted for quick reference. In addition, the book's authors have refined the model's introductory chapters; provided marginal notes to clarify the nature of particular process areas and to show why their practices are valuable; and inserted longer sidebars to explain important concepts. Brief essays by people with experience in different application areas further illustrate how the model works in practice and what benefits it offers. The book is divided into three parts. Part One begins by thoroughly explaining CMMI-SVC, its concepts, and its use. The authors provide robust information about service concepts, including a discussion of lifecycles in service environments; outline how to start using CMMI-SVC; explore how to achieve process improvements that last; and offer insights into the relationships among process areas. Part Two describes generic goals and practices, and then details the complete set of twenty-four CMMI-SVC process areas, including specific goals, specific practices, and examples. The process areas are organized alphabetically by acronym and are tabbed for easy reference. Part Three contains several useful resources, including CMMI-SVC-related references, acronym definitions, a glossary of terms, and an index. Whether you are new to CMMI models or are already familiar with one or more of them, this book is an essential resource for service providers interested in learning about or implementing process improvement.

Complete Guide to the CITP Body of Knowledge Tommie W. Singleton 2017-05-15 Looking for tools to help you prepare for the CITP Exam? The CITP self-study guide consists of an in-depth and comprehensive review of the fundamental dimensions of the CITP body of knowledge. This guide features various and updated concepts applicable to all accounting professionals who leverage Information Technology to effectively manage financial information. There are five dimensions covered in the guide: Dimension 1 Risk Assessment Dimension 2 Fraud Considerations Dimension 3 Internal Controls & Information Technology General Controls Dimension 4 Evaluate, Test and Report Dimension 5 Information Management and Business Intelligence The review guide is designed not only to assist in the candidate's preparation of the CITP examination but will also enhance your knowledge base in today's marketplace. Using the complete guide does not guarantee the candidate of successfully passing the CITP exam. This guide addresses most of the subjects on the CITP exam's content specification outline and is not meant to teach topics to the candidate for the first time. A significant amount of cooperating and independent readings will be necessary to prepare for the exam, regardless of whether the candidate completes the review course or not.

Computing Handbook, Third Edition Heikki Topi 2014-05-14 Computing Handbook, Third Edition: Information Systems and Information Technology demonstrates the richness and breadth of the IS and IT disciplines. The second volume of this popular handbook explores their close links to the practice of using, managing, and developing IT-based solutions to advance the goals of modern organizational environments. Established leading experts and influential young researchers present introductions to the current status and future directions of research and give in-depth perspectives on the contributions of academic research to the practice of IS and IT development, use, and management Like the first volume, this second volume describes what occurs in research laboratories, educational institutions, and public and private organizations to advance the effective development and use of computers and computing in today's world. Research-level survey articles provide deep insights into the computing discipline, enabling readers to understand the principles and practices that drive computing education, research, and development in the twenty-first century.

The ITIL Process Manual James Perse 2016-01-01 This practical guide is a great solution to address the key problem how to implement ITIL and ISO 20000 when initial training has been completed. It supports the basic approaches to the fundamental processes small to medium sized companies will find the concise, practical guidance easy to follow and implement. It avoids the complex, enterprise-wide issues which are not required for many organisations. Each chapter has the following structure:Improvement activities Process inputs and outputs Related processesTools and techniques Key Performance Indicators Critical Success FactorsProcess Improvement roles Benefits of effective Process Implementation challenges and considerationsTypical assets and artefacts of an Improvement program

InfoWorld 2004-11-08 InfoWorld is targeted to Senior IT professionals. Content is segmented into Channels and Topic Centers. InfoWorld also celebrates people, companies, and projects.

EXIN Green IT Foundation René Visser 1970-01-01 This workbook is meant to fully prepare yourself on the exam of EXIN Green IT Foundation. Topics dealt with are Understanding Green IT; Lifecycle management; Optimizing the Infrastructure; IT as Enabler; Governance and processes for Green IT. In this workbook you will find 40 multiple choice exam questions from the EXIN sample exam and to help increase your knowledge about Green IT we also have included so-called get it questions. The exam requirements and weight are specified in the exam specifications, mentioned in advance of every chapter of the workbook. The certificate is designed for Everyone who wishes to prepare for the EXIN Green IT Foundation exam and everyone interested in the basics of greening IT:- IT professionals and sustainability officers seeking to reduce costs, increase efficiency and/or reduce the organizations environmental footprint through technology. - Managers and professionals in the IT organization who need to transform IT operations to a more sustainable and cost effective service provision model.

Switch Chip Heath 2015-04-02 We weten allemaal dat het moeilijk is om te veranderen. Het kost veel tijd en vaak geven we op bij de eerste tegenslag. Maar waarom zien we wel de beren op de weg en niet de bestemming? Deze vraag beantwoorden Chip en Dan Heath in dit fascinerende boek. We hoeven slechts te begrijpen hoe onze hersenen werken om snelle veranderingen in ons gedrag te realiseren. Op basis van wetenschappelijke studies en opmerkelijke casestudy's laten ze zien dat ogenschijnlijk simpele methodes leiden tot fantastische resultaten.

Informationweek 2005

Modeling Enterprise Architecture with TOGAF Philippe Desfray 2014-08-04 Modeling Enterprise Architecture with TOGAF explains everything you need to know to effectively model enterprise architecture with The Open Group Architecture Framework (TOGAF), the leading EA standard. This solution-focused reference presents key techniques and illustrative examples to help you model enterprise architecture. This book describes the TOGAF standard and its structure, from the architecture transformation method to governance, and

presents enterprise architecture modeling practices with plenty of examples of TOGAF deliverables in the context of a case study. Although widespread and growing quickly, enterprise architecture is delicate to manage across all its dimensions. Focusing on the architecture transformation method, TOGAF provides a wide framework, which covers the repository, governance, and a set of recognized best practices. The examples featured in this book were realized using the open source Modelio tool, which includes extensions for TOGAF. Includes intuitive summaries of the complex TOGAF standard to let you effectively model enterprise architecture Uses practical examples to illustrate ways to adapt TOGAF to the needs of your enterprise Provides model examples with Modelio, a free modeling tool, letting you exercise TOGAF modeling immediately using a dedicated tool Combines existing modeling standards with TOGAF

The Shortcut Guide to Improving IT Service Support Through ITIL Realtimerepublishers.com 2007

Encyclopedia of Information Systems and Technology - Two Volume Set Phillip A. Laplante 2015-12-29 Spanning the multi-disciplinary scope of information technology, the Encyclopedia of Information Systems and Technology draws together comprehensive coverage of the inter-related aspects of information systems and technology. The topics covered in this encyclopedia encompass internationally recognized bodies of knowledge, including those of The IT BOK, the Chartered Information Technology Professionals Program, the International IT Professional Practice Program (British Computer Society), the Core Body of Knowledge for IT Professionals (Australian Computer Society), the International Computer Driving License Foundation (European Computer Driving License Foundation), and the Guide to the Software Engineering Body of Knowledge. Using the universally recognized definitions of IT and information systems from these recognized bodies of knowledge, the encyclopedia brings together the information that students, practicing professionals, researchers, and academicians need to keep their knowledge up to date. Also Available Online This Taylor & Francis encyclopedia is also available through online subscription, offering a variety of extra benefits for researchers, students, and librarians, including: □ Citation tracking and alerts □ Active reference linking □ Saved searches and marked lists □ HTML and PDF format options Contact Taylor and Francis for more information or to inquire about subscription options and print/online combination packages. US: (Tel) 1.888.318.2367; (E-mail) e-reference@taylorandfrancis.com International: (Tel) +44 (0) 20 7017 6062; (E-mail) online.sales@tandf.co.uk

Handbook of Research on End-to-End Cloud Computing Architecture Design Chen, Jianwen "Wendy" 2016-10-06 Cloud computing has become integrated into all sectors, from business to quotidian life. Since it has revolutionized modern computing, there is a need for updated research related to the architecture and frameworks necessary to maintain its efficiency. The Handbook of Research on End-to-End Cloud Computing Architecture Design provides architectural design and implementation studies on cloud computing from an end-to-end approach, including the latest industrial works and extensive research studies of cloud computing. This handbook enumerates deep dive and systemic studies of cloud computing from architecture to implementation. This book is a comprehensive publication ideal for programmers, IT professionals, students, researchers, and engineers.

Implementing Service and Support Management Processes HDI 2005-03-11 The purpose of this book is to provide practical process guide for technical support centres. It is based on the ITIL processes covered in 'Service Support' (ISBN 011330952X) and 'Service Delivery' (ISBN 0113309503) but also includes additional processes as well as a Balanced Scorecard Service Model. Processes covered in the book are: Financial and Operations Management; Knowledge Management; Configuration Management; Change Management; Release Management; Incident Management; Problem Management; Service Level Management; Capacity and Workforce Management; Availability Management; IT Service Continuity Management; and Customer Satisfaction Measurement.

A guide to the project management body of knowledge 2009 Handboek voor de uitvoering van ICT-projecten volgens een internationale, gezaghebbende standaard.

Organizing Itsm Randy A. Steinberg 2015-08-07 Organizational change for IT people! The first book of its kind written specifically for IT service management practitioners and executives. Most IT organizational structures are falling out of date with the shifts created by the introduction of new technologies, expanding services, pace of business change, and the overall trend of lifting IT up and out of the traditional data center and into the cloud. This is about transitioning the IT organization from engineering silos providing capabilities to valued IT services that deliver business value. IT organizations embarking on IT service management must address both cultural and structural barriers in a way that involves the whole enterprise if they are going to be successful. Readers of this book will find practical guidance for transitioning to the people and culture side of IT service management. It identifies pros and cons of different IT organizational models, how to deal with resistance, building a communications plan step-by-step, training considerations, and much more.

Health Data in the Information Society György Surján 2002 MIE 2002 is the XVIIth international conference of the European Federation of Medical Informatics. Today, mankind builds up the information society, enabled by the underlying rapid development in computer technology. The significance of the spread of the internet is comparable to the significance of Gutenberg's invention. On one hand it both helps dissemination of data and knowledge and sharing of ideas. On the other hand the achievements may divide the society, as did non-literacy deprive many people from knowledge throughout centuries. Today millions of people are isolated from an incredibly large amount of information because of "computer non-literacy," and a new elite mastering the information society has appeared. However, the ease of production and dissemination of information may foster thoughtless communication, and has lead to a flood of information and disinformation. We have to learn how to behave in this new situation, in which the dissemination of information - at an international level - is totally uncontrolled. In the area of medical or health informatics these questions are more serious. Lack of information, false or inadequate information, as well as improper interpretation of accurate information may seriously harm patients. And the process may go out of control of the physician, i.e. patients can "treat" themselves just by visiting some health sites on the net. Everybody may throw a message in a bottle in information flood, and everybody may pick up messages at any time. Can we do anything to ensure that all messages are valid? Can we guarantee that our messages reach the intended audience? Can we secure that content has not changed on its way? Do we know that people getting our messages will interpret them correctly? Are we able to understand the intention of a sender, when we get a message totally out of context? These questions build up the framework of MIE2002.