

Six Sigma For It Management Itsm Library

If you ally need such a referred **six sigma for it management itsm library** ebook that will give you worth, get the categorically best seller from us currently from several preferred authors. If you want to humorous books, lots of novels, tale, jokes, and more fictions collections are next launched, from best seller to one of the most current released.

You may not be perplexed to enjoy every books collections six sigma for it management itsm library that we will very offer. It is not in relation to the costs. Its approximately what you obsession currently. This six sigma for it management itsm library, as one of the most involved sellers here will completely be along with the best options to review.

Software Engineering, Artificial Intelligence, Networking and Parallel/Distributed Computing - Roger Lee 2008-08-18

The 9th ACIS International Conference on Software Engineering, Artificial Intelligence, Networking, and Parallel/Distributed Computing, held in Phuket Thailand on August 6 - 8, 2008 is aimed at bringing together researchers and scientist, businessmen and entrepreneurs, teachers and students to discuss the numerous fields of computer science, and to share ideas and information in a meaningful way. This publication captures 20 of the conference's most promising papers, and we impatiently await the important contributions that we know these authors will bring to the field.

The ITSM Process Design Guide - Donna Knapp 2010-08-15

The ITSM Process Design Guide: Developing, Rengineering and Improving IT Service Management closes the knowledge gap by providing detailed guidance on assessing, designing, measuring, and integrating ITSM processes. The advice and techniques in this book apply unilaterally to every IT service provider and ITSM framework, standard, and maturity model.

Frameworks for IT management - itSMF - the IT Service Management Forum 2006-10-11

Modern IT managers are confronted with an overwhelming number of management frameworks, methods and methodologies - making it difficult to see the wood for the trees. In addition many IT service providers believe they can't be taken seriously if they don't also have a proprietary framework to offer - which makes it even more difficult to find your way through the framework forest. This itSMF publication covers the most important frameworks in use, in a neutral and objective way, so that readers can better understand the potential value of each instrument. Each framework is described by a well-known expert in that field, in a structured format, to emphasise the specific characteristics. A consistent approach to each chapter allows easy comparison between the instruments: a description of each framework, the origin/history, where the instrument is used, description and core graphics, approach/how to, relevance to IT management, strengths and weaknesses, cross-references/relationships and links and literature.

Quality Management for IT Services: Perspectives on Business and Process Performance - Praeg, Claus-Peter 2010-09-30

"This book gives both scientists and practical experts an insight into the many different facets of IT service quality management"--Provided by publisher.

Capacity Management - A Practitioner Guide - Adam Grummit 2009-07-29

Capacity Management is described in most key ITSM frameworks: ITIL, ISO 20000 Microsoft Operations Framework (MOF) and the Application Service Library (ASL) all note the importance of Capacity Management. This major title meets the need for an in-depth practical guide to this critical process. Written and reviewed by some of the world's most respected experts in this field it shows how Capacity Management best practice can support provision of a consistent, acceptable service level at a known and controlled cost. Practical advice covers the essential control of two balances: Supply versus demand and resources versus cost. In times of mean, frugal economic measures, it is essential to focus on those practices that are effective and yield practical results. In enlightened times of sustainability, it is also a requirement to find solutions that satisfy the criteria for 'greenness'. This excellent title shows how Capacity Management works not only within an IT environment but also why it is pivotal in meeting high profile business demands. Aligns with ISO/IEC 20000 and ITIL® ISO/IEC lists a set of required capacity

management deliverables ITIL outlines what should be done in capacity management this book starts to describe how to do it Covers details of what capacity management is all about: what is capacity management why do it - benefits and cost-benefit analysis how to do it - data-flows and activities who does it - roles and perspectives implementation, maintenance, improvement, tools Provides comprehensive templates and checklists: objectives, interfaces and data-flows, sub-practices and activities metrics, application sizing parameters, data for modelling deliverables, reports, CMMI levels, KPIs, risk matrix - sample capacity plan

IT Outsourcing Part 1: Contracting the Partner - Gerard Wijers 2009-01-01

As companies focus on the core specialisms, most will look to the benefits of outsourcing some, if not all, of the IT services required. The benefits include: cost-efficient operations; delivery of IT services at lower cost through economies of scale; improvements in time-to-market of IT solutions; improvements in capability and quality of IT service delivery. This essential guide looks at the procedures needed to achieve all these benefits when contracting an outsourcing partner. It explains the benefits of a well thought-out and practical approach to selecting a partner; a partner, indeed, whose performance may make or break an organization's delivery to market. This book is a key reference guide to anyone procuring IT services and also to those who are responsible for maintaining the contract once signed. By covering all aspects of the Outsourcing contracting process, its guidance will help reduce risks and miscommunication. In addition its approach to the Request for Proposal (also known as Invitation to Tender) shows how clarity at this stage can deliver significant benefits as the services go live in the operational phase.

Process Management Based on SqEME® - Jos.N.A van Oosten 2008-04-24

SqEME® is an open standard for developing a processed-centred architecture of an enterprise. It may be reproduced freely by any organization wishing to use it to develop a governance structure on the quality of their business processes. SqEME® Process Management is a method that facilitates discussion of the design of the organization, in a subtle but unambiguous way. Processes have to hold a prominent place in observing organizations: how are the different parts of the organization tuned to each other and how does adequate communication take place? SqEME® as a methodology views processes from four different perspectives. SqEME® calls these 'windows', by means of which one seeks for the Constitution, Chemistry, Correspondence and Construction of the enterprise. SqEME® is the result of more than twenty years experience with the management of business processes within various organizations. SqEME® has been applied successfully in industry (chemistry, automotive, construction, paper), in the business sector (IT service, healthcare), in the non-profit sector, and in public companies such as the Prosecution Counsel, County Councils and local authorities. This book is particularly aimed at professionals who are involved in the change process within process-driven organizations. Anyone wishing to familiarize themselves with process-centred thinking will be pleased to find that this book adopts an innovative, yet practice-proven approach. The SqEME® Foundation is a platform for discussing the method and its application, where insights into the basic assumptions and backgrounds are shared: www.sqeme.org.

Six Sigma - Abdurrahman Coskun 2011-07-14

In the new millennium the increasing expectation of customers and products complexity has forced companies to find new solutions and better alternatives to improve the quality of their products. Lean and Six Sigma methodology provides the best solutions to many problems and can be used as an accelerator in

industry, business and even health care sectors. Due to its flexible nature, the Lean and Six Sigma methodology was rapidly adopted by many top and even small companies. This book provides the necessary guidance for selecting, performing and evaluating various procedures of Lean and Six Sigma. In the book you will find personal experiences in the field of Lean and Six Sigma projects in business, industry and health sectors.

Advances in Usability and User Experience - Tareq Ahram 2019-06-12

This book focuses on emerging issues in usability, interface design, human-computer interaction, user experience and assistive technology. It highlights research aimed at understanding human interaction with products, services and systems, and focuses on finding effective approaches for improving user experience. It also discusses key issues in designing and providing assistive devices and services to individuals with disabilities or impairment, to assist mobility, communication, positioning, environmental control and daily living. The book covers modelling as well as innovative design concepts, with a special emphasis on user-centered design, and design for specific populations, particularly the elderly. Virtual reality, digital environments, heuristic evaluation and forms of device interface feedback of (e.g. visual and haptic) are also among the topics covered. Based on the both the AHFE 2019 Conference on Usability & User Experience and the AHFE 2019 Conference on Human Factors and Assistive Technology, held on July 24-28, 2019, Washington D.C., USA, this book reports on cutting-edge findings, research methods and user-centred evaluation approaches.

Six Sigma for IT Management - itSMF the IT Service Management Forum 2006-07-13

This is the first book to provide 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 organisations. Six Sigma provides a quantitative 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" 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.

Frameworks for IT Management - Eric Rozemeijer 2007-09-09

This Pocket Guide is a concise summary of the Frameworks for IT Management. A quick, portable reference tool to the standards used within the Service Management community. English version available: September 2007, Dutch, French, Japanese, Spanish, German available February 2008.

IT Financial Management - Maxime Sottini 2009-03-03

It is now accepted that IT functions are a fundamental part of the competitive business model. Instead of simply offering services IT must 'create value' for the business. This practical title describes the strong financial skills that IT managers must have in order to support: Operations: Finance departments rely heavily on IT managers being able to identify, track and measure costs - sometimes at a very granular level Budgeting: the very technical nature of IT operations means that budgeting can be more complex than many other areas Project Delivery: large technical project deliveries means that costs can be correspondingly complex to account for Business Modeling; pricing models rely heavily on IT managers skills and accuracy. Where one service supports many commercial offerings a strong model is needed to apportion costs appropriately Investment and business cases: a sound understanding of the financial contribution the IT assets make to the overall business is critical to gain support for ongoing investment This outstanding title covers the main financial concepts that managers need to be familiar with in order for

IT to take its proper senior place as a contributor to the business. It assumes a basic level of financial understanding and builds on the techniques required almost daily; therefore it is overwhelmingly practical and based on real world scenarios. Not only are the techniques fully described but issues such as - roles, - implementation, - daily management and even - tooling are detailed.

Metrics for IT Service Management - Peter Brooks 2006-04-26

The ability to organise and measure performance is a key part of the implementation of IT Service Management processes. This publication contains practical information on the provision of useful and meaningful metrics, as well as how best to use them within an organisation, including generic principles (such as SMART and KISS), specific examples and templates for the use of each metric. All metrics discussed are directly related to process objectives, in order to help create a service-focused management system. This publication complements the ITIL, CobiT and ISO20000 service management principles. "If you need to develop metrics for an IT environment, buy this book or hire a consultant who has read it" G. Kieliszek, Healthcare CIO (Amazon) "This is more than a book, it's a practical, useable "A to Z" of IT Service Management Metrics! Peter Brooks (Author) has given us all a crystal clear view of a neglected, blurred piece of the IT Service Management puzzle. As a Principal ITSM Consultant working for Foster-Melliar in South Africa I am continuously disappointed by the many ITSM books produced that generally regurgitate what is already known by many in the industry. Metrics for IT Service Organisations provides a vast array of possible audiences something that many ITSM volumes do not, and this is a Practical, useable view of "How" to plan for, design, manage and improve the critical measures IT Service organisations require from both a strategic, tactical and operational perspective. I don't carry many books around with me, this one, I most certainly will!!" Ian Clark Principal ITSM Consultant Foster-Melliar "With all the focus on IT Governance and IT Business process management. It is easy to see why metric are becoming hugely important for the management of organisations. In reality however, getting the right set of metrics in place is by no means a simple exercise. Metrics for IT service organisations can be a great help. Using ITIL as the basis the book lists many useful examples of metrics. But what is more important, is that it gives us insight into to creation of "good" metrics and the dangers of "bad" metrics. " Emma Speakman IT BPM consultant SA/NL/UK "Looking for a comprehensive, in-depth exploration and explanation of what metrics to use in your ITSM journey? Then 'Metrics for IT Service Organizations' by Peter Brooks may be exactly what you're looking for. This (new) book not only covers what metrics need to be seriously considered, but explains the 'why' and 'how' behind selecting and defining them, pointing out along the way many of the dangers and pitfalls of selecting the wrong ones; or too many. If you tend to agree that 'what gets measured gets done', then applying the ideas in Peter's book will assist you in getting the right things done." Ken Wendle (FISM) previous President of the itSMF USA, works as a Senior Solution Architect for Hewlett Packard's OpenView Software division Given that itSMF is the source, readers of this book will naturally expect a 'best practices' view on metrics, and a highly practical reference text. More particularly, though, the special merit of the text is its carefulness in stressing that metrics must be both useful and meaningful, and that the meaning comes from the business perspective on IT management processes - a perspective always represented by a stated business objective. By encouraging readers to seriously commit to defining clear business objectives, the text aims the reader at measurement that avoids excess or irrelevance. Malcolm Ryder (CA Architect)

Implementing Effective It Governance and It Management - Van Haren Publishing 2015-02

In all enterprises around the world, the issues, opportunities and challenges of aligning IT more closely with the organization and effectively governing an organizations 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

IT Service Management from Hell based on Not ITIL - Paul Wilkinson 2007-01-01

A humorous approach to a universally adopted standard.

Implementing Leading Standards for IT Management - - Getronics 2006-09-30

In a world in which people and organizations have to communicate in constantly changing settings standards play a big role. By standards we mean established, described, and widely accepted agreements that make communication between systems - people process and technology - possible and predictable. Getronics has a long history in using and developing IT standards. In 1990 they introduced ITIL into the Dutch market. Subsequently they have helped redevelop ITIL and at the same time expanded the best practices with the development of ASL and BiSL. They have demonstrated their thought leadership and practical knowledge in all areas of IT management and always shared this knowledge with others. In their view a common language to communicate at different levels seems a prerequisite of the network society. This publication *Leading standards for IT Management* gives the vision of Getronics on standardization in IT. It explains why standards are so important today and the way in which standards come about and how they are accepted. The book describes why IT professionals should adopt and use standards. This publication does not pretend to give an overview of all standards available. On the contrary, it is the selection of standards that was made by Getronics that makes this book useful. It is their conviction or vision that these standards are dominant, inescapable or promising. These standards are: EFQM, Six Sigma, Malcolm Baldrige, CobiT, ITIL, ASL, BiSL, ISO/IEC 20000, CMMI, ISO 17799, MOF, ISPL, PRINCE2, IPMA, PMI-PMBOK, MSP, XML, J2EE, .NET, MDA, UML The cooperation of people, processes and technology play an important role in the provision of good information services. Standards play a vital role in communication at all levels between the components of information services. With this book the authors want to help organizations making the right choices.

Defining IT Success Through The Service Catalog - Troy DuMoulin 2007-02-12

The Service Catalog is a fundamental IT tool covering the services themselves, default capabilities, measures and primary means of access and provision. In short, it represents the value IT provides to facilitate business operations. Written by industry experts and using real case studies, this valuable title takes the reader beyond the theoretical to focus on the real business benefits of Service Catalogs and how to implement them successfully within an organization: Services are made standard and rational, leading to lower costs and increased service availability Standard 'service products' enable forecasting of demand, leading to better volume discounts from vendors and improved inventory and capacity planning Controls over consumption of services are enhanced The fulfillment of IT services is improved with the catalog. Standardization of services leads to recurrent workflows, rather than relatively expensive one-off projects

Adaptive Security Management Architecture - James S. Tiller 2010-11-17

For an organization to function effectively, its security controls must not be so restrictive that the business is denied the ability to be innovative and flexible. But increasingly pervasive threats mandate vigilance in unlikely areas. Adaptive Security Management Architecture enables security professionals to structure the best program designed to

Six Sigma for IT Management - ITSMF the IT Service Management Forum 2006-07-13

Note: This book is available in several languages: Chinese, English. This is the first book to provide 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 organisations. Six Sigma provides a quantitative 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" 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.

The EFQM excellence model for Assessing Organizational Performance - Chris Hakes 2007-07-05

The EFQM Excellence Model was introduced at the beginning of 1992 as the framework for assessing organizations for the annual European Excellence Award . It is now the most widely used organizational assessment framework in Europe. Most users have no intention of applying to win awards; they use the framework and analysis techniques within the model as diagnostic tools that will help them to: assess the health of their organization, identify its strengths and areas for improvement and periodically measure progress identify and share good management practices, both internally and externally anticipate and target their desired results in tangible, measurable ways Whether you are a newcomer to the Excellence Model, or an experienced user (whose techniques of performance assessment maybe rigorous but have possibly evolved to become overly complex), this Management Guide provides you with practical techniques to undertake timely and effective assessments. It explains the history, basis and evolution of the EFQM Excellence Model, the nature of EFQM and its networks today, and, most importantly, provides step-by-step guidance, together with a series of analysis pro-formas, to enable readers to facilitate an assessment of an organization against each of the 32 elements (criterion parts) of the EFQM Excellence Model.

Six Sigma for IT Management - A Pocket Guide - Sven den Boer 2011-03-03

Six Sigma provides a quantitative 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.

Implementing Metrics For IT Service Management - David Smith 2008-08-08

This book "Implementing Metrics for IT Service Management" provides a measurement framework which is based on a continuous improvement lifecycle. The measurement framework is aligned with the IT Infrastructure Library (ITIL®) set of best practices. The framework is compatible with the Control Objectives for IT (CobiT®) framework and supports ISO/IEC 20000 standards for IT Service Management. This book also provides the basic concepts around measurements for business/IT alignment, achieving compliance and driving operation excellence. Where possible, examples, case studies and check lists have been included along with a scorecard accelerator software tool to further improve the learning experience and accelerate the adoption of measurements. The goal of this book is to provide the reader with a measurement framework to align IT with the business objectives to create value through continuous improvements. This book is complimentary to the book "Metrics for IT Service Management" also published by Van Haren Publishing.

Service Agreements - A Management Guide - Robert Johnston 2006-09-09

Note: This book is available in several languages: Chinese, English. This book provides a more thorough approach to service agreements than available so far. It takes the material from ITIL best practices one step further, by providing a more comprehensive and holistic approach to service agreements.

Lean Six Sigma - Terra Vanzant-Stern 2012-08

"Lean Six Sigma: International Standards and Global Guidelines" is a "how-to" book for the global professional.

Six Sigma Software Quality Improvement - Jeffrey Robinson 2011-03-07

Proven techniques for improving software and process quality with Six Sigma This practical, in-depth guide explains how to apply Six Sigma to solve common product and process improvement challenges in the software and IT industry. Six Sigma Software Quality Improvement covers Define, Measure, Analyze, Improve, and Control (DMAIC), Lean Six Sigma, Design for Six Sigma (DFSS), and Define, Measure, Analyze, Design, and Verify (DMADV). Featuring more than 20 success stories from Motorola, IBM, Cisco, Seagate, Xerox, Thomson Reuters, TCS, EMC, Infosys, and Convergys, the book offers first-hand accounts of corporate Six Sigma programs and explains how these companies are successfully leveraging Six Sigma for software process and quality improvement. The success stories reveal how: Motorola minimized business risk before changing business-critical applications TCS improved fraud detection for a global bank Infosys improved software development productivity for a large multinational bank IBM reduced help desk escalations and overhead activities EMC improved development productivity Motorola realized significant cost avoidance by streamlining processes and project documentation Xerox achieved high-speed product development Seagate reduced application downtime and improved availability to 99.99% Cisco successfully reinvented its Six Sigma program Convergys injected Six Sigma into the company's DNA Thomson Reuters' Six Sigma program gathered significant momentum in a short time Six Sigma was successfully applied in many other projects for defect reduction, cycle time reduction, productivity improvement, and more

Implementing ISO/IEC 20000 Certification: The Roadmap - Jan van Bon 2008-03-03

ISO/IEC 20000 is the corporate standard for achieving quality within IT Service Management. As individuals achieve success in Service Management frameworks such as ITIL®, many organizations have identified the benefits of making the jump to full corporate accreditation. But, having made the decision to invest in this standard, what is the best way to implement adoption in an efficient and successful way? This thorough, practical guide has been put together by real experts with real experience of how ISO/IEC 20000 works in the workplace and in the real world. Part A of this title covers the step by step description of the ISO 20000 implementation process. Part B contains real case studies from organizations who have successfully achieved ISO/IEC accreditation. This Official itSMF guide is unique in that it not only describes the implementation process. It also suggests solutions to common problems and set-backs. An understanding of the many business pressures means that practical guidance on the business case, measuring success (or not), or the need for quick wins are all included in this book, making it an invaluable companion for all those working on an implementation project. A sister guide to the hugely successful Official itSMF 'Introduction to ISO/IEC 20000' book, readers will find that this book becomes a key asset in delivering a practical, down to earth implementation program. Foreword by John Stewart of OGC.

Information Resources Management: Concepts, Methodologies, Tools and Applications - Management Association, Information Resources 2010-04-30

"This work is a comprehensive, four-volume reference addressing major issues, trends, and areas for advancement in information management research, containing chapters investigating human factors in IT management, as well as IT governance, outsourcing, and diffusion"--Provided by publisher.

Implementing Effective IT Governance and IT Management - Gad J. 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.

Service Management Strategies that Work - Troy DuMoulin 2007-09-09

Pink Elephant is the world leader in IT management best practices, offering solutions to public and private businesses worldwide, many of them listed in the Fortune 500. The Company specializes in improving the quality of IT services through the application of recognized frameworks, including the IT Infrastructure Library (ITIL®).

TOGAF™, The Open Group Architecture Framework - Hans van den Bent 2007-08-27

In only 15 years the role of information in our society has changed dramatically. We are in the middle of an information revolution guided by the need to put the right information in the right people's hands at the right time. Information flows within and between organisations as if there are no boundaries between them. It requires infrastructures built on open standards and designed to enable individuals as well as their IT systems to all work together. Managers have to make decisions on the investments they make in information provision. These decisions have become complex and must be taken more often and faster than ever before. Enterprise Architecture is a maturing profession that can help management to understand this growing complexity. Enterprise Architecture can reduce complexity by making plans schemes and designs of the organisation and its information systems and the infrastructure it runs on and therefore emerges as a true profession. TOGAF the Open Group Architectural Framework is a fast growing, worldwide accepted standard that can help organisations build their own Enterprise Architecture in a standardised way. This book explains why this upcoming profession is important and what TOGAF can do to support you and your organisation. This book explains to management how TOGAF can help to make an Enterprise Architecture.

BiSL®: Business Information Services Library - Management Guide - Remko van der Pols 2007-10-05

Effective management of business information is critically important for modern organizations. The Business Information Systems Library (BiSL) is a generic framework which provides an effective solution for business information management. BiSL is a public domain standard which is consistent with ITIL and ASL. This management guide is an easy to use guide about the how and why of the Framework BiSL, Business Information Service Library, that is governed by the ASL BiSL Foundation. It describes the best way to manage and execute business information management in day-to-day practice, and how BiSL can be of use with this. To illustrate the implementation of BiSL, a separate case history is being evolved throughout the text. Supports EXIN BiSL Exams

ICT Innovations 2011 - Ljupco Kocarev 2012-03-22

Information and Communication Technologies has enlarged its horizon and it is practiced under multidisciplinary contexts that introduce new challenges to theoretical and technical approaches. The most critical benefit of introducing new ICT technologies in our real world living are the new ways of working that the online world makes possible. Complexity, uncertainty and scaling issues of real world problems as well as natural phenomena in ecology, medicine and biology demanding ICT assistance create challenging application domains for artificial intelligence, decision support and intelligence systems, wireless sensor networks, pervasive and ubiquitous computing, multimedia information systems, data management systems, internet and web applications and services, computer networks, security and cryptography, distributed systems, GRID and cloud computing. This book offers a collection of papers presented at the Third International Conference on ICT Innovations held in September 2011, in Skopje, Macedonia. The conference gathered academics, professionals and practitioners in developing solutions and systems in the

industrial and business arena especially innovative commercial implementations, novel applications of technology, and experience in applying recent ICT research advances to practical solutions.

The IT Professional's Merger and Acquisition Handbook - Dewey Ray 2012-11

ISO 9001:2000 - Ray Tricker 2006-10-10

With the publication of ISO 9001:2000, there is now a single quality management "requirements" standard that is applicable to all organisations, products and services. ISO 9001:2000 is the only standard that can be used for the certification of a quality management system (QMS) and its generic requirements can be used by any organisation. It is the quality standard which specifies the requirements of quality management systems for use where organisations need to demonstrate their capability to provide products and services which meet both customer needs and relevant regulatory requirements.

IT Service Management - Global Best Practices - Editorial Board 2008-04-22

A very practical publication that contains the knowledge of a large number of experts from all over the world. Being independent from specific frameworks, and selected by a large board of experts, the contributions offer the best practical guidance on the daily issues of the IT manager.

Lean Six Sigma Secrets for the CIO - William Bentley 2009-09-25

Going beyond the usual how-to guide, Lean Six Sigma Secrets for the CIO supplies proven tips and valuable case studies that illustrate how to combine Six Sigma's rigorous quality principles with Lean methods for uncovering and eliminating waste in IT processes. Using these methods, the text explains how to take an approach that is all about improving IT performance, productivity, and security—as much as it is about cutting costs. Savvy IT veterans describe how to use Lean Six Sigma with IT governance frameworks such as COBIT and ITIL and warn why these frameworks should be considered starting points rather than destinations. This complete resource for CIOs and IT managers provides effective strategies to address the human element that is so fundamental to success and explains how to maximize the voice of your customers while keeping in touch with the needs of your staff. And perhaps most importantly—it provides the evidence needed to build your case to upper management. Supplying you with the tools to create methods that will bring out the best in your employees; Lean Six Sigma Secrets for the CIO provides the understanding required to manage your IT operations with unique effectiveness and efficiency in service of the bottom line.

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 - Global Best Practices - Editorial Board 2008-04-22

A very practical publication that contains the knowledge of a large number of experts from all over the world. Being independent from specific frameworks, and selected by a large board of experts, the contributions offer the best practical guidance on the daily issues of the IT manager.

Lean IT - Principles to Practice - Akhilesh N Singh, Avinash Singh 2018-06-12

Information Technology is one of the fastest evolving and widely spreading disciplines impacting our personal and professional lives across business, and social domains. Customers are looking for hassle-free, better, faster and cost effective IT solutions to solve their problems. Lean has emerged as an innovative business management system capable to deliver higher customer value. After grand success of lean in manufacturing and various service sectors, now Lean IT is being adopted by progressive IT organizations to enhance their global competitiveness and growth. Lean IT is the extension of lean manufacturing and lean service principles to the development and management of IT services. Its central concern, in the context of IT is to create value for the customers and wealth for IT organizations through elimination of waste by improving processes, people, and work culture. This book is written by a team of two management consultants; one with hands-on expertise of Lean in manufacturing and service organizations and another with expertise in IT Management implementation. The purpose of this book is to trigger lean thinking in IT professionals.

ABC of ICT - Jan Schilt 2008-10-03

ABC is like an iceberg, much of it hidden beneath the surface, yet capable of inflicting enormous damage to your organization, or more importantly, your business! With growing importance of IT to business operations we can no longer afford to have our ITSM improvement programs and initiatives fail because of Attitude, Behavior or culture issues. This book describes what ABC is, why it is important and gives practical cases and examples in dealing with ABC issues. The book contains more than 35 case examples from industry experts and practitioners on what they have done to solve specific ABC issues. The book can be used in combination with the ABC of ICT card set for creating awareness, assessing your own worst practices and taking your first practical steps in solving them. This book provides a valuable addition on top of ITIL publications on how to ensure ITSM improvement programs can and do deliver lasting value