It Service Management Using Itil And Uml 2nd Edition

ITIL® Version 3 At a Glance takes a graphical approach to consolidating the information of ITIL® version 3. ITIL® is an internationally-recognized set of best practices for providing IT service management. IT organizations worldwide are implementing ITIL® as a vehicle for improving IT service quality and improve return on investment for IT services. The desk reference's unique graphical approach takes otherwise complex textual descriptions and makes the information accessible in a series of consistent, simple diagrams. ITIL® Version 3 At a Glance will be of interest to organizations looking to train their staffs in a consistent and cost-effective way. Further, this book is ideal for anyone involved in planning consulting, implementing, or testing an ITIL® Version 3 implementation.

There has never been a IT Service Management manual like this. IT Service Management 102 Success Secrets is not about the ins and outs of IT Service Management. Instead, it answers the top 102 questions that we are asked and those we come across in forums, our consultancy and education programs. It tells you exactly how to deal with those questions, with tips that have never before been offered in print. This guidebook is also not about IT Service Management best practice and standards details. Instead it introduces everything you want to know to be successful with IT Service Management. A quick look inside of the subjects covered: ITIL Service Support and Processes, Customize your ITIL Workflow, ITIL In Action: Service Delivery, Define ITIL, What Should I do To Earn an ITIL Certificate?, Specialist Training, For example, ITIL is not an IT Project Management methodology, BS15000 ITIL Material Training, Discover the new ITIL version 3, Levels of ITIL Certification, The Exam of ITIL Foundation, Project Management Professional Courses for Task's Overall Success, Your ITIL Certification Will Draw Your Career, What is so special about ITIL Service Management?, How to Effectively Use an ITIL Interactive Process Map, ITIL Salary Increases With Certification, Using ITIL as a Framework, Six Sigma and ITIL, Read ITIL through White paper ppt, What Is ITIL Change Management, IT Services Service Catalog Perspectives Process: Service Catalog Management, Tools to Aid ITIL Process, CV ITIL, Understanding the ITIL Foundations Live Demo, Best ITIL Practice, Good practices, Service Support Disciplines, A Short Description of ITIL History- The Best Way to Define ITIL, The Value of Staying Up to Date About Basic CCNA 1 Answers, Viewpoints to Creating a Service Catalog, How Do You Define Change Management ITIL?, ITIL V3 the Service-Life Cycle, Count on ITIL, Training for ITIL, Role of the ITIL CMDB, What are Services?, Business Process Management and ITIL, The True Meaning of ITIL, IT Services Service Agreements Processes: Service Level Management Supplier Management, Reasons Why You Should Take ITIL Foundation Course, Microsoft ITIL, Service Desk and Incident Management, Do My IT People Need to Be ITIL Certified?, Exin ITIL : With exams like ITIL Project Management PRINCE2 and ISPL EXIN ., How Does One Take the ITIL Input Output Managers Exam?, What is an ITIL V3 Lifecycle?, The Service Management of ITIL, The Skills That Should be Taught During IT Management Training, Service Delivery Principles, How ITIL software asset management can benefit you, CSIP: ITIL Planning To Implement Service Management, Simulating your ITIL, and much more...

This Book may serve as a tutorial as well as a work of reference to this ITIL V3 and IT service management in general. 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. This glossary combines each term with its abbreviation.

Explains how to build an ITIL based Service Management Department. This title uses terminology consistent with the ITIL Service Management Practices and the ITIL glossary, acronymns and definitions. It embraces both ITIL Version 2 and ITIL Version 3. Implementation and Operation

IT Service Management Foundation Practice Questions

Foundations of IT Service Management

Developing, Reengineering, and Improving IT Service Management

ITIL Version 3 at a Glance

The Practical Guide to World-Class It Service Management

The most authoritative guide to preparing for the ITIL® V3 Foundation Certificate in IT Service Management. It includes an extensive range of practice questions complete with explanations and key learning points and provides a wealth of background knowledge. This guide utilises the experience of three established independent service management consultants who are members of the ISEB examination panel and are experienced Service Management Lecturers. An ITIL® Licensed Product.

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

Management, Computers, Computer networks, Information exchange, Data processing, IT and Information Management: IT Service Management

Seminar paper from the year 2020 in the subject Computer Science - Commercial Information Technology, grade: 1,3, University of Constance, language: English, abstract: As IT products and services have become more and more firmly established in all areas over the last few years, there is the need to manage all aspects around these products and services. This ranges from conception and implementation to customer contact and maintenance. To manage these aspects, the framework ITIL offers guidelines and processes. The collection of best practices follows a lifecycle concept and suggests processes for the management of IT products and service in each lifecycle phase.

Foundations of ITIL®

With ITIL 2011

The Official Introduction to the ITIL Service Lifecycle

Executive's Guide to IT Governance

Servicing ITIL

The Practical Guide To World-Class IT Service Management

How do you implement ITIL? 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. In this book you will learn about: Defining and building a comprehensive implementation approach that incorporates process, technology, organization and governance activities; Practical tips and step-by-step approaches for defining your Service Management Vision, building your processes, developing a communications strategy, analyzing stakeholders, identifying technology requirements and building your implementation program; What areas should be addressed as part of a proper assessment approach and how to focus assessment efforts to gain the maximum results from 3rd party consultants; How to best organize your program work plans; What key Work Products need to be produced by each step in your program; Different options for transitioning your Service Management solutions and building an appropriate IT Service Management organization. In addition, this book is chock full of reference charts where you can easily find things such as Service Management Organizational Role descriptions, input and output dependencies for every ITIL process and function, work products that should be produced by each process, key tooling functions and more. This is a comprehensive guide for building your IT Service Management program with all the information you need in one place. "This is the book we've been waiting for! It definitely complements much of the available ITIL literature that describes the processes, but not how you actually get them implemented!" "We will use many of these concepts in our program planning!" "Real, valuable, informative - Great!" "Some great tips for implementing ITIL!" "Very valuable information!"

Foundations of ITIL 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 V3. 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 V3 upgrade. The ITIL V3 approach covering the ITIL Lifecycle is fully covered. In addition those who are familiar with the Version 2 process approach will be delighted to discover that this new edition of Foundations of ITIL has split out all the processes and describes them in detail. 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:

The publication of the IT Infrastructure Library® (ITIL®), published in July, 2011, introduces several new processes and concepts that are paramount to the success of IT Service Management within an organization. As IT evolves from a technology provider to a service provider to a true partner of the business, the concepts of Service Management become ever more important to allow the business to excel in a competitive environment. This book, "Foundations of IT Service Management with ITIL® 2011", provides the reader with foundations-level knowledge of the concepts of the IT Infrastructure Library® for both ITIL® v3 and ITIL® 2011 preparing the reader to achieve success on the ITIL® Foundations certification exam as well as gain new insight on how IT can truly meet the needs of the business. These concepts help IT align to the needs of the business. The IT Infrastructure Library®, by focusing on the principle of providing services, empowers IT and the business with the tools they require to enable this alignment. Having become the de-facto standard in IT Service Management, ITIL® has rapidly gained popularity across the globe. Written by an ITIL® Expert trainer who has taught thousands of students and hundreds of organizations, "Foundations of IT Service Management with ITIL® 2011" provides a reader with the introduction to this approach to IT services without the expense of a formal classroom course. While the focus is primarily on providing information required to pass the ITIL® Foundations exam, this book goes beyond those basics to also provide a real understanding of ITIL® to further your knowledge and abilities as a valuable part of IT/business alignment. Using a case-study approach, real issues are discussed that represents challenges experienced by almost every IT organization. This book is supported with access to online sample exams that are constantly updated as new material is available. Based on reader input and the latest ITIL® Foundations syllabus, this book has been updated to provide readers with the most up-to-date exam preparation material possible.

Take a behind-the-scenes look at the past, present, and future of IT Service Management and set your organization on a path to World-Class Service Desk and ITSM! This guide contains 6 Core and 12 World-Class processes each of which is described in chapters that provide a logical view of the element itself and why it is important to the organization, along with a flexible process model that can be adapted to most businesses and how the process works in practice-plus proven and practical models and Tips for Success from high-performing organizations on implementing the process. The technical content takes a mid-level view to be useful to a broader group of readers and is complemented by other relevant chapters, including: -A Brief History of IT Service Management -Understanding ITIL, COBIT, and ISO -The Consumerization of IT -Making Sense of Cloud and On-Premise -Enterprise Service Management -A Culture of Excellence -An Approach to Leverage Technology -The Exploration of Service Automation The Practical Guide to World-Class IT Service Management also examines the future of IT service management and where this exciting journey is likely to lead.

It Service Management 102 Success Secrets - 102 Most Asked Questions on It Service Management - What You Need to Know

Effective IT Service Management

A Guide to ITIL V3, 2011 Edition on Foundation Level and Beyond

A Pocket Guide

An efficient holistic implementation plan of the ITIL® framework version 3 for SMB

For ITIL® V3 Foundation Exam Candidates

Note: This book is available in several languages: Italian, German.Foundations of IT Service Management based on ITIL® V3Foundations of IT Service Management based on ITIL has 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 2007 version has now been upgraded to reflect ITIL V3. 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 V3 upgrade. The new ITIL V3 approach covering the ITIL Lifecycle is fully covered. In addition those who are familiar with the Version 2 process approach will be delighted to discover that this new edition of Foundations of IT Service Management based on ITIL V3 has split out all the processes and describes them in detail. 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:PART 1: THE ITIL SERVICE LIFECYCLE Lifecycle phase: Service strategy Lifecycle phase: Service design Lifecycle phase: Service transition Lifecycle phase: Service operation Lifecycle phase: Continual service improvement PART 2: FUNCTIONS AND PROCESSESIntroduction to Functions and ProcessesFunctions and Processes in Service StrategyFunctions and Processes in Service DesignFunctions and Processes in Service TransitionFunctions and Processes in Service OperationFunctions and Processes in Continual Service Improvementand much more!

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!

This book offers practical guidance on delivering and managing IT services in an effective and efficient manner by extending the IT Infrastructure Library approach. It provides a candid look at the relative merits of the currently accepted wisdom regarding the provision of IT services. The book identifies strengths as well as shortcomings in the accepted status quo, presenting an unbiased view of current methodologies and products. 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.

Operational Support and Analysis of It Services Best Practices Study and Implementation Guide

ITIL®4

ITIL Foundation

Information Quick Reference

Implementing ITIL

Diploma Thesis from the year 2009 in the subject Computer Science - Commercial Information Technology, grade: 2, Fachhochschule des bfi Wien GmbH (Projektmanagement und Informationstechnik), language: English, abstract: The IT Infrastructure Library is a defacto standard for a holistic Service Management approach. In its third version a five stage lifecycle model provides principles, roles, processes and functions next to a plurality of information for the history of a service from the cradle to the grave. P ensure an efficient implementation of ITIL framework for different kinds of management systems used by IT departments or service providers for small and medium-sized business (SMB). This master thesis reviews the corresponding theory of ITIL and organ management as well as project management methods necessary for ITIL framework implementation. Most small and medium-sized businesses rush into the implementation of ITIL framework because an essential analytic planning was not or ineffectually don dependences and coherences between the Service Strategy, Service Design, Service Transition, Service Operation as well as Continual Service Improvement allege how to efficiently implement the holistic ITIL framework. Based on a survey of SMBs experience organisational maturity this information gets combined and framed in an implementation plan in due consideration of all coherences and dependencies to assure optimum quality of implementation. With such a plan, SMBs are in a position to generate as muc achievement compared with an adequate scale of effort. SMB has also the assurance that only the appropriate parts of ITIL framework are affected for its System or Service Management approach. The chain of causation starts with a summary of all five IT and its interfaces next to a survey of SMB's experiences with such a framework and level of organisational maturity. It ends with an implementation plan based on the participators statements and adequate project management methods for definition of ob dependencies, object and work breakdown structures and environment analysis. My major conclusion of this master thesis is that costs saving characteristics of ITIL framework do not appear by ITIL framework implementation. They appear in case of consis On cover: ITSM Library [IT services management library]. Supersedes all previous eds.. Also available in other languages.

This guide contains 6 Core and 12 World-Class processes each of which is described in chapters that provide a logical view of the element itself and why it is important to the organization, along with a flexible process model that can be adapted to most b process works in practice—plus proven and practical models and Tips for Success from high-performing organizations on implementing the process. The technical content takes a mid-level view to be useful to a broader group of readers and is complemented chapters, including: •A Brief History of IT Service Management •Understanding ITIL, COBIT, and ISO •The Consumerization of IT •Making Sense of Cloud and On-Premise •Enterprise Service Management •A Culture of Excellence •An Approach to Leverage Technolo

Exploration of Service Automation The Practical Guide to World-Class IT Service Management also examines the future of IT service management and where this exciting journey is likely to lead.

The first edition of this book is regarded as a classic in its field. Now, in an expanded and updated version of The Art of Service's book, the authors once again present a step-by-step guide to getting to ITIL v3 OSA. This book centers on the ability of an IT o and support IT services on a day to day basis. The focus is on effectively monitoring events, and responding to user requests, minimizing the impact of incidents, and identifying and proactively resolving underlying problems. This book covers practical guidanc and implementation of integrated end-to-end processes based on proven industry best practice guidelines. It provides in-depth knowledge of the ITIL OSA areas: Change Management, Event Management, Incident Management, Request Management, Problem Access Management, Service Desk, Technical Management, IT Operations Management and Application Management. Operational Support and Analysis Best Practices is designed to complement the certified ITIL V3 Capability Programs for IT Service Managem focuses on describing the industry best practices for the Operational Support and Analysis of IT Services, including: ¢ Service Management as a Practice ¢ Service Operation Principals ¢ The Processes pertaining to Operational Support and Analysis across th Lifecycle ¢ Specific emphasis on the Service Operation Lifecycle processes and roles included in: ¢ Event Management which defines any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the delivery o Incident Management which has the capability to bring services back to normal operations as soon as possible, according to agreed service levels ¢ Request Fulfilment which fulfils a request providing quick and effective access to standard services which bu to improve their productivity or the quality of business services and products ¢ Problem Management which prevents problems and resulting Incidents from happening, to eliminate recurring Incidents and to minimize the impact of Incidents that cannot be p Management which grants authorized users the right to use a service, while preventing access to non-authorized users ¢ Operational activities of processes covered in other Lifecycle phases such as: ¢ Change Management ¢ Service Asset and Configuratio Release and Deployment Management ¢ Capacity Management ¢ Availability Management ¢ Knowledge Management ¢ Financial Management for IT Services, and ¢ IT Service Continuity Management ¢ Organizing for Service Operation which describe function performed within the Service Operation and Support such as Service Desk, Technical Management, IT Operations Management and Application Management ¢ Service Operations and Support Service Operation roles and responsibilities. ¢ Technology and Implem Considerations The information provided in this book is based on version 3 of the ITIL framework, predominantly focusing on the volume of Service Operations. Other guidance provided includes: ¢Example template for incident records/tickets. ¢Suggested cri implementing Operational Support and Analysis (OSA) processes. ¢Explanation of the more abstract ITIL concepts to improve understanding. ¢Review questions to assist study for the ITIL OSA exam. Considering the increasing number of IT Professionals and Organizations who want to be actively involved in IT Service Management, this book, should do at least as well as the first edition, which is a bestseller.

IT Service Management: ITIL

ITIL 4 Create, Deliver and Support

An Introduction

A Handbook of IT Services for ITIL Service Managers and Practitioners

An Introduction Based on ITIL

ITIL Foundation Exam Study Guide

The Business-Focused, Best-Practice Guide to Succeeding with ITIL Capacity Management Using ITIL® capacity management processes, IT organizations can eliminate waste and overbuying, reduce both equipment and staffing costs, drive more value from existing investments, and consistently provide the right resources to meet the needs of the business. Now, in this comprehensive, best-practice guide, leading ITIL expert Larry Klosterboer systematically explains how to manage capacity using the ITIL framework and techniques. Drawing on his extensive ITIL experience, Klosterboer covers all facets of ITIL-based capacity management, and offers proven solutions to the challenges IT organizations encounter in implementation. He presents expert guidance on accurately projecting demand and growth, planning and staffing, tool selection, process implementation, and much more. This book's practical insights will be invaluable to every IT leader who wants to leverage ITIL's best practices for capacity management, and for every business and technical manager who wants IT to deliver greater value, efficiency, and effectiveness. Coverage includes Making the business case for capacity management Establishing specific goals for capacity management Mastering ITIL capacity management terminology Predicting capacity in dynamic, fast-changing organizations Implementing systems that help you anticipate trends Defining capacity plans, staffing capacity management teams, and implementing ongoing processes Linking capacity with performance management and with other ITIL processes Selecting the right capacity management tools for your environment Integrating capacity issues into your IT project management discipline Using "business capacity planning" to help the entire business become more agile

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.

*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.*

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.

ITIL For Dummies

COBIT 5: Enabling Information

IT Service Management Using ITIL and UML

ITIL Capacity Management

Foundations of IT Service Management Based on ITIL

Adapting Your IT Organization to the Coming Revolution in IT Service Management

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.

Who are our customers? What services do we offer our customers and are they willing to pay for these? Would our customers choose another provider? Do we measure our performance in terms of our customers' business performance? Does our governance model allow us to identify and make wise investments? Do we need to align ourselves and integrate with our customers? Where do we start? How can we achieve it while making business benefits transparent and keeping the sponsorship alive? Answering these questions and more, ITIL® Service Management: Implementation and Operation focuses on how to achieve the best return from your IT service management implementation investment, in the least possible time. It discusses the key challenges organizations experience as they leverage ITIL® Version 3 to achieve desired transformations—including the approaches adopted to address those challenges. It includes templates, checklists, implementation patterns, and detailed plans for each pattern to kick start your implementation efforts. Detailing the components needed to implement, operate, and optimize ITIL service management, the text explains the organizational architecture required to achieve Business-IT integration within ITIL. Complete with case studies, examples, problems, and access to additional resources on the author's website, the book illustrates how to achieve service management excellence with ITIL—in a way that's seamless to your customers and enables the delivery of business value effectively, visibly, and efficiently.

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 processes Tools and techniques Key Performance Indicators Critical Success Factors Process Improvement roles Benefits of effective Process Implementation challenges and considerations Typical assets and artefacts of an Improvement program

ITIL was created by the UK government in the 1980s as an efficiency-improving initiative. This text gives an essential guide to the overall structure of ITIL and an outline of its principles.

Service strategy

IT Service Management Based on ITIL® 2011 Edition

To ITIL and Beyond!

The ITSM Process Design Guide

Improving Systems Processes with Service Management, COBIT, and ITIL

Foundations of IT Service Management Based on ITIL® I

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.

This volume provides updated guidance on how to design, develop and implement service management both as an organisational capability and a strategic asset. It is a guide to a strategic review of ITIL-based service management capabilities, with the aim of improving their alignment with overall business needs. It is written primarily for senior managers who provide leadership and direction in the form of objectives, plans and policies. It is also benefits mangers at other levels, by explaining the logic of senior management decisions.

ITIL is a widely adopted body of knowledge and best practices for successful IT Service Management that links with training and certification.

The business-focused, best-practice guide to succeeding with ITIL change and release management • • Brings together the make-or-break lessons many consultants don't know or won't tell • Offers a comprehensive roadmap for planning, implementation, and operation • Addresses crucial ground-level issues ranging from data migration to successful piloting • By the author of IBM Press's highly successful Implementing ITIL Configuration Management ITIL (Information Technology Infrastructure Library) promises to help IT organizations streamline and integrate their operations, dramatically improving efficiency and delivering greater business value. Interest in ITIL is taking off: all over the world, enterprises are spending heavily on consultants to get new ITIL projects off the ground. Even so, many ITIL initiatives fail. Now, for the first time, there's a comprehensive best practice guide to succeeding with two of the most crucial and challenging parts of ITIL: change and release management. This business-focused book brings together solid expertise gained from real implementations across multiple industries. Readers will discover where to invest, which traps to avoid, and how to build successful, long-term change and release management practices that deliver real return on investment. They will find detailed guidance on each process, integrated into a comprehensive roadmap for planning, implementation, and operation - a roadmap they won't find anywhere else. Using practical examples, Larry Klosterboer offers in-depth coverage of the crucial issues every implementer will face: issues that are often neglected in conventional discussions of ITIL. For example, readers will learn how to set a reasonable project scope, migrate data from old systems, execute a successful pilot program, and continually improve quality once ITIL practices are in place.

ITIL Practitioner Guidance (Japanese Edition)

Building an ITIL-based Service Management Department

ITIL Service Strategy

Implementing ITIL Change and Release Management

Implementing ITSM

Metrics for Service Management:

Rather than discuss ITIL theory around Service Catalogs and Portfolios, this book gives you the actual IT service descriptions for running, operating and managing an entire IT infrastructure!

ITIL Practitioner Guidance is the essential reference text which accompanies the ITIL Practitioner qualification. Fully integrated with the ITIL Practitioner syllabus, this publication is also a practical guide that helps IT service management (ITSM) professionals turn ITIL theory into practice through case studies, worksheets, templates and scenarios. The book assumes knowledge of ITIL and ITSM up to ITIL Foundation level, and begins with a discussion of the guiding principles of ITSM. It goes on to explain how these guiding principles are essential for ITSM and how they relate to philosophies, frameworks and methodologies such as DevOps, Lean, Agile etc. The publication shows how following the CSI (continual service improvement) approach, and how the core skills of organizational change management, communication, metrics and measurement, can underpin successful ITSM improvement initiatives.

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.

In recent years, IT Service Management has developed into a field in its own right. Organizations are now so dependent on the automation of large parts of their business processes that the quality of IT services and the synchronization of these services with the needs of the organization are now essential to their survival. This introduction to IT Service Management, published by ITSMF-NL, is based on the latest edition of the ITIL books on Service Support, Service Delivery and Security Management, and is intended to serve as: A thorough and convenient introduction to the field of IT Service Management and the core books in the IT Infrastructure Library (ITIL) A self-study guide that contains all the material needed to prepare for the Foundation Certificate examination in IT Service Management The book fully covers the official syllabus of the ITIL Foundations exam, as it is set by the ITIL Certification Management Board. It contains the same chapters on Service Support, Service Delivery and Security Management as the official "Introduction to ITIL", plus a case description with questions, and an additional chapter on exam preparation, making it even more useful as a study guide for the ITIL Foundation exam While this book may serve as a textbook, it is not a theoretical book. Instead, it contains a wealth of practical knowledge collected by the editorial board. This practical knowledge and the introduction to the field of IT service management make the book useful even for those not preparing for the examination Since no single publication can have the answers to all the questions that arise in a field so multifaceted as IT Service Management, the aim of the book is to raise key questions, to encourage discussions and the comparison of the best practices found in the book with the reader's own experience. Bron: Flaptekst, uitgeversinformatie.

IT Service Management

The ITIL Process Manual

A Guide for ITIL Foundation Exam Candidates

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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.