

Itil Itsm Quickstart Guides The Simplified Beginners Guides To Itil It Service Management Itil Itil Foundation Itil It Service Management

ITL Lite is aimed at encouraging organizations to adopt ITIL V3 by selecting and implementing key ITIL V3 components. For many reasons not every organization can adopt the whole of ITIL V3. Therefore, the publication explains which components are essential and explains how to select the appropriate components for implementation. The title is based around a project template to help readers prepare their own project. Ideal for those departments whose budgets have been reduced but who still want to improve key processes and functions. Equip current and future user-support professionals with the critical people skills and exceptional technical knowledge necessary to provide outstanding support with Beisse's A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK AND SUPPORT SPECIALISTS, 6E. This useful guide focuses on the informational resources and technical tools students need most to function effectively in a support position. Readers develop the skills to handle troubleshooting and problem solving, successfully communicate with clients, determine a client's specific needs, and train end-users, as well as handle budgeting and other management priorities. Clear, balanced coverage in this edition highlights the latest trends and developments, from Web and e-mail-based support to assistance with Windows 7 and cloud computing. Engaging special features, such as Tips and On the Web Pointers, provide important insights, while new Discussion Questions and Case Projects encourage active participation in the learning process. Leading professional software HelpSTAR and Microsoft Office Project Professional 2010 accompany Beisse's A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK AND SUPPORT SPECIALISTS, 6E to reinforce the knowledge and skills your students need for success in today's user-support positions. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

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 4 Managing Professional Package will include: (i) Create, Deliver and Support: Focussing on the integration of different value streams and activities to create, deliver and support IT-enabled products and services whilst also covering supporting practices, methods and tools; (ii) Drive Stakeholder Value: Covering engagement and interaction between a service provider and their customers, users, suppliers and partners; (iii) High Velocity IT: Exploring the ways in which digital organizations and digital operating models function in high velocity environments, helping aspiring organizations operate in a similar way to successful digitally-native organizations; (iv) Direct, Plan and Improve: Providing the practical skills necessary to create a 'elearning and improving' IT organization, with a strong an effective strategic direction, providing practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility

ITSM QuickStart Guide

Planning to Implement Service Management

Proceedings of 20th International Conference on Informatics in Economy (IE 2021)

The Security Leaders' Guide to Business Alignment

Spinning Up ServiceNow

The ITSM Process Design Guide

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.

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.

IT Service Management, Made Simple IT Service Management (ITSM) bridges the world of business with the world of technology. In ITSM For Beginners, ClydeBank Media traces the modern evolutions in information technology that precipitated the need and inspiration for ITSM. The reader is treated to a comparative analysis of several ITSM philosophies and systematic components. From the core facets of ITIL (Information Technology Infrastructure Library) to more specialized ITSM frameworks such as ISO/IEC 20000 and eTOM, ITSM For Beginners offers readers a comprehensive look at the various theories and metrics that define ITSM. In this book, Clydebank Media brings big ideas down to earth for the everyday reader. ITSM For Beginners is the perfect orientation guide for the IT Professional's first forays into the culture and language of ITSM. The book is also a great choice for non-technical professionals seeking a more fruitful and seamless interface with IT personnel and assets. You'll Learn... - In-depth Summary and Analyses of core ITIL Life Cycle Phases and Sub-Components - Case Studies in ITSM Application - Getting Employees to "buy in" to ITSM by Implementing from the Bottom Up - Creating and Leveraging "Service Catalogues" to Clarify and Regiment IT Costs - The Capability Maturity Model and its Five Evolutionary Stages

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.

IT Service Managers' Guide to Successful User Adoption

ITIL®4

Guidance for It Asset Management (Itam)

Service transition

ITIL 4 Create, Deliver and Support

Jira Quick Start Guide

This publication provides guidance on alignment of the business needs to IT. It enables the reader to assess if IT service provision is meeting the requirements of the business. Where the business requirements are not being met it details the steps necessary to ensure the IT service provision does meet the current and future needs of the

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.

The Ultimate Beginner's Guide To Learning HTML - Learning HTML Has Never Been Easier!*HTML Broken Down Into Easy To Follow Steps With Extensive Examples & Real Application!*** Do you want to learn HTML but don't know where to start? Are you overwhelmed by the 1,000 page long books that simply have TOO much information and are impossible to follow? Do you want to be up and running with HTML in just a few hours? Do you like getting the best 'bang' for your 'buck'? (Of course you do!) If so, then look no further. The "HTML QuickStart Guide" will take you step-by-step through the learning process so you will understand fundamental tags and elements all the way to building a full-fledged HTML5 compliant web page. Are you looking to change careers to something that will pay you more and have more flexibility? Are you looking to learn just for fun on the side? No matter why you want to learn HTML the "HTML QuickStart Guide" has you covered. Extensive Examples & Screenshots of What You Should See Makes This Book Like Having An HTML Guru Right Over Your Shoulder While You Learn! Let's face it - HTML has been around for a LONG TIME and it is not going anywhere. With more opportunities for web development appearing every day, it is critical for anyone who planning on creating Anything online to understand HTML. HTML is everywhere you look on the web - it's on EVERY WEB PAGE on the Internet today! It's marking up this description right in front of your eyes! "HTML QuickStart Guide" has been specifically designed by HTML experts with ease of learning in mind to ensure you don't get stuck, lost or lose hope in the learning process.**

Never again will you need to waste your time searching the internet, watching YouTube videos and paying crazy amounts of money for online courses! What's Required? No Prior Knowledge Required! No Special Software or Programs! All You Need Is a Desire To Learn! Who Is This For? People With Zero To Little HTML Experience! HTML Experts Looking To Brush Up On The Basics! People Looking To Learn HTML For Fun! People Looking To Learn HTML For a Career! What You'll Learn... Foundational HTML Terminology Explained Basic Page Structure - Head & Body Mark Up Page Content Creation - Paragraphs, Lists, Tables and Images Content Structure - Headers, Footers, Semantic Images The Importance of HTML5 Compatibility The Top Mistakes to AVOID That Those New To HTML Make! A FREE Gift from ClydeBank Media Worth Over \$250 Dollars! Much, Much More! Our Personal Guarantee We are so confident that methods outlined in this book will help you learn HTML that we're willing to let you try the book risk-free. If you are not fully satisfied with the product, simply let us know and we will provide a 100% full refund. That's right, a 100% Money-Back Guarantee! What reason do you have to not give this book a try? Scroll Up To The Top Of The Page And Click The Orange "Add To Cart" On The Right Side Right Now! ClydeBank Media LLC All Rights Reserved

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

CMDB Systems

ITIL Foundation Essentials ITIL 4 Edition - The ultimate revision guide, second edition

ITIL 4 Managing Professional Package

a road map to full or partial ITIL implementation

A Novel about IT, DevOps, and Helping Your Business Win

ITIL Service Strategy

If we look back at the history of industrial revolutions, manufacturing had great changes from the first industrial revolution to the upcoming fourth industrial revolution, which is also called as Industry 4.0. There is a quite a lot of buzzes on this fourth industrial revolution as it will make the operations transparent, agile, streamlined, effective, quicker and with better quality. So many are interested to know what is this Industry 4.0? and how it would operate? Hence, here is my 11th book 'Quick Start Guide to Industry 4.0' which would give you decent knowledge about the next industrial revolution explaining its IT technologies, connectivity, process, machinery, principles, approach for building a smart factory, challenges and many more interesting topics.

Learn how to onboard ServiceNow ITSM tools by evangelizing, educating, and coordinating your organization's service desk, and stakeholders. Drawing on his own story of lessons learned in spinning up the adoption of ServiceNow throughout the ALU Network, application architect Gabriele Kahlout shows IT service managers how to launch automated ServiceNow ticketing tool with seamless integration with their organization's existing email and Active Directory. Spinning Up ServiceNow: IT Service Management Successful User Adoption shows you how to orchestrate your IT service desks and developers to facilitate the adoption and use of IT services by all users, supporting their various business needs while optimizing human-computer interaction and minimizing productivity loss arising from poor human-system design. What You'll Learn Quick-start ServiceNow in a matter of days with minimal configuration required to start processing tickets via email Avoid the teething problems that can spoil your users' onboarding with ServiceNow Automate the process of scaling up new teams into ServiceNow Shape your users' experiences so that they feel familiar bearings in email and Active Directory while welcoming the power of ServiceNow enhancements Create a strategy to avoid common pitfalls that sabotage ITSM programs Who This Book Is For IT managers charged with implementing ServiceNow ITSM in their organizations and business analysts determining the requirements for such implementation. The secondary readership is IT administrators and developers involved in ITSM.

The ITIL pocket guides of Van Haren Publishing are since long recognized as the industry classic guide on the topic of ITIL, in multiple languages. Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry professionals who implement best practices within their organizations. This pocket guide will provide readers with an understanding of the ITIL 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 management system and how they interconnect * knowing the purpose and key terms of 15 of the 34 ITIL practices * understanding seven of the 34 practices in detail All exam requirements for the ITIL 4 Foundation exam are covered in this pocket guide. It also provides sup

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 world of IT service management, covering the latest principles and practices in a customer-focused, service-centric way, enabling principles for maximum support of any business. Bron: Flaptekst, uitgeversinformatie.

A comprehensive yet nicely abbreviated alternative to the five multi-thousand page volumes comprising the Information Technology Infrastructure Library (ITIL(R)) ITIL(R) For Beginners was reviewed and licensed by Axelos, the government-sponsored publisher.

This beginner-friendly text is easy-to-read and fully accessible to ITIL(R) newcomers.

A Business Framework for the Governance and Management of Enterprise IT.

Quick Start Guide to Industry 4.0

COBIT 5

Developing, Reengineering, and Improving IT Service Management

COBIT 5: Enabling Information

HTML QuickStart Guide: the Simplified Beginner's Guide to HTML

Guidance for ITAM provides a direction in a concise, clear, user friendly and understandable way for all the ITAM audiences (newbie's, intermediates, experts). This book is not just for ITAM process consultants or management folks talking just about process definition and implementation. It will be of great help for Solution Architects and Technology Consultants, for designing ITSM tools with respect to ITAM processes. What so unique about this book? . It's going to tell you pre-requisites, objectives, and business needs of ITAM processes . It's going to tell you a step by step approach for implementing ITAM processes . It's going to tell you an approach for designing ITAM tools (through workflows, mandatory fields, and business logics) . It's going to tell you the effective metrics for ITAM processes and operations . It's going to tell you the best practices . It's going to tell you the checklists for ITAM process with respect to management and operations teams

What is Agile Project Management and will it bring my project in on time and budget? If you need a solid understanding of how Agile Project Management works so your projects can fully benefit from using this innovative and powerful approach, this book is essential reading. Brilliant Agile Project Management does more than just talk you through the techniques and processes - focussing on real-life use of Agile in business environments, it provides practical advice and techniques on how to implement and work with Agile, so you always know exactly what to do and say to make your project a success. · Assess whether your organisation or project is right for using APM · Understand how to implement APM into any project · Overcome common problems with APM Get up to speed with Agile Project Management and get ahead - fast!

One of the objectives of this book is to incorporate best practices and standards in to the BA role. While a number of standards and guidelines, such as Business Process Modeling Notation (BPMN), have been incorporated, particular emphasis has been placed on the Business Analysis Body of Knowledge (BABOK), the Information Technology Infrastructure Library (ITIL), and the Unified Modeling Language (UML).

Use the guidance in this comprehensive field guide to gain the support of your top executives for aligning a rational cybersecurity plan with your business. You will learn how to improve working relationships with stakeholders in complex digital businesses, IT, and development environments. You will know how to prioritize your security program, and motivate and retain your team. Misalignment between security and your business can start at the top at the C-suite or happen at the line of business, IT, development, or user level. It has a corrosive effect on any security project it touches. But it does not have to be like this. Author Dan Blum presents valuable lessons learned from interviews with over 70 security and business leaders. You will discover how to successfully solve issues related to: risk management, operational security, privacy protection, hybrid cloud management, security culture and user awareness, and communication challenges. This book presents six priority areas to focus on to maximize the effectiveness of your cybersecurity program: risk management, control baseline, security culture, IT rationalization, access control, and cyber-resilience. Common challenges and good practices are provided for businesses of different types and sizes. And more than 50 specific keys to alignment are included. What You Will Learn Improve your security culture: clarify security-related roles, communicate effectively to businesspeople, and hire, motivate, or retain outstanding security staff by creating a sense of efficacy Develop a consistent accountability model, information risk taxonomy, and risk management framework Adopt a security and risk governance model consistent with your business structure or culture, manage policy, and optimize security budgeting within the larger business unit and CIO organization IT spend Tailor a control baseline to your organization's maturity level, regulatory requirements, scale, circumstances, and critical assets Help CIOs, Chief Digital Officers, and other executives to develop an IT strategy for curating cloud solutions and reducing shadow IT, building up DevSecOps and Disciplined Agile, and more Balance access control and accountability approaches, leverage modern digital identity standards to improve digital relationships, and provide data governance and privacy-enhancing capabilities Plan for cyber-resilience: work with the SOC, IT, business groups, and external sources to coordinate incident response and to recover from outages and come back stronger Integrate your learnings from this book into a quick-hitting rational cybersecurity success plan Who This Book Is For Chief Information Security Officers (CISOs) and other heads of security, security directors and managers, security architects and project leads, and other team members providing security leadership to your business

ITIL for Beginners

A Practitioner's Guide

IT Change Management

Introduction to ITIL

Education, Research and Business Technologies

Learning ServiceNow

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

This new title is essential reading for anyone wishing to understand how IT change management can be implemented and put into practice within the workplace. It bridges the gap between best-practice training and the realities faced in real-world implementation. The roles of people involved, the challenges they will face and how to overcome those challenges are discussed in detail. This practical guidance focuses on business value and outcomes above process, and will ensure practitioners can effectively manage IT changes in the context of their organization, regardless of the frameworks chosen.

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

Over a half-million sold! The sequel, The Unicorn Project, is coming Nov 26 "Every person involved in a failed IT project should be forced to read this book."—TIM O'REILLY, Founder & CEO of O'Reilly Media "The Phoenix Project is a must read for business and IT executives who are struggling with the growing complexity of IT."—JIM WHITEHURST, President and CEO, Red Hat, Inc. Five years after this sleeper hit took on the world of IT and flipped it on its head, the 5th Anniversary Edition of The Phoenix Project continues to guide IT in the DevOps revolution. In this newly updated and expanded edition of the bestselling The Phoenix Project, co-author Gene Kim includes a new afterword and a deeper delve into the Three Ways as described in The DevOps Handbook. Bill, an IT manager at Parts Unlimited, has been tasked with taking on a project critical to the future of the business, code named Phoenix Project. But the project is massively over budget and behind schedule. The CEO demands Bill must fix the mess in ninety days or else Bill's entire department will be outsourced. With the help of a prospective board member and his mysterious philosophy of The Three Ways, Bill starts to see that IT work has more in common with a manufacturing plant work than he ever imagined. With the clock ticking, Bill must organize work flow streamline interdepartmental communications, and effectively serve the other business functions at Parts Unlimited. In a fast-paced and entertaining style, three luminaries of the DevOps movement deliver a story that anyone who works in IT will recognize. Readers will not only learn how to improve their own IT organizations, they'll never view IT the same way again. "This book is a gripping read that captures brilliantly the dilemmas that face companies which depend on IT, and offers real-world solutions."—JEZ HUMBLE, Co-author of Continuous Delivery, Lean Enterprise, Accelerate, and The DevOps Handbook ——— "I'm delighted at how The Phoenix Project has reshaped so many conversations in technology. My goal in writing The Unicorn Project was to explore and reveal the necessary but invisible structures required to make developers (and all engineers) productive, and reveal the devastating effects of technical debt and complexity. I hope this book can create common ground for technology and business leaders to leave the past behind, and co-create a better future together."—Gene Kim, November 2019

A Pocket Guide

ITIL For Dummies

IT Service Management in SAP Solution Manager

A Guide to Computer User Support for Help Desk and Support Specialists

Rational Cybersecurity for Business

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.

Part of a series of specialized guides on System Center - this book provides focused guidance for deploying and customizing Service Manager, an integrated platform for automating and adapting an organization's IT service management best practices. Led by series editor Mitch Tulloch, a team of System Center experts step you through key technical scenarios and tasks. This publication covers all aspects of the Information Technology Infrastructure Library (ITIL) systematic approach to IT service management, based on best practice standards drawn from the IT service industry. It covers a broad range of service support and delivery issues relating to quality and organisational aspects, policy and process management, managing change, service desk issues and service level management, financial management for IT services, capacity and continuity management, and information security issues.

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

Manage your projects efficiently using the all-new Jira

The Simplified Beginner's Guide to ITIL

The Business Analyst's Handbook

Service strategy

Microsoft System Center Optimizing Service Manager

Making Change Work in the Age of Cloud and Agile

• Understand how to process all of your service, problem, and change requests. • Get step-by-step configuration instructions for ChaRM and Application Incident Management (the new Service Desk). • Find practical advice and best practices. • Up to date for release 7.1 Are you ready to forever simplify the way your company processes and attends to service requests? With AIM and ChaRM, SAP Solution Manager provides the functionality you need to do just that—and this book provides everything you need to know to take advantage of it! You'll find both the background and the configuration steps you need to have the major service functionalities up and sailing smoothly in no time. Comprehensive Introduction Learn about the principles of ITSM, and see how you can integrate them holistically into Application Lifecycle Management and SAP Solution Manager. Major Tools in IT Service Management Obtain the background information you need on AIM and ChaRM, understand Incident and Problem Management, learn how to work with requests for change, and much more. Configuration Steps Find explicit, functional configuration instructions and screenshots that will help you get AIM and ChaRM running in your SAP system. Reporting and Analytics Understand how to use key KPI-based reporting features and dashboards to monitor progress and status. SAP Solution Manager 7.0 vs. 7.1 Get the nitty-gritty when it comes to differences between SAP Solution Manager releases. Also, overcome potential trip-ups, and find recommendations and best practices when upgrading. Highlights Include • Application Incident Management (AIM) • Change Request Management (ChaRM) • SAP CRM Web UI • Application Lifecycle Management integration • Roles and responsibilities • End-to-end setup activities • Approval management procedures • Transport Management System • SAP and non-SAP changes • Deltas between 7.0 and 7.1 • Reporting and analytics • Core and extended ITSM features

This official introduction is a gateway to ITIL. It explains the basic concept of IT Service Management (ITSM) and the place of ITIL, introducing the new lifecycle model, which puts into context all the familiar ITIL processes from the earlier books. It also serves to illuminate the background of the new ITIL structure. This title introduces ITSM and ITIL, explains why the service lifecycle approach is best practice in today's ITSM, and makes a persuasive case for change. After showing high level process models, it takes the reader through the main principles that govern the new version: lifecycle stages, governance and decision making, then the principles behind design and deployment, and operation and optimisation.

This CD-ROM covers all aspects of information and communications technology infrastructure management (ICTIM). It provides a general framework based on best practice guidance for the design and planning, deployment, operational management and technical support of quality ICT services to meet business needs in a cost-effective manner. It is part of the ITIL Infrastructure Library series which is based on the experience of IT management approaches drawn from the commercial and public sectors worldwide. It is also available as a book (ISBN 0113308655).

Leverage Jira's powerful task management and workflow features to better manage your business processes Key Features The book covers all major applications of Jira, which are Jira Software, Jira Core, Jira Service Desk. Configure project workflows and the fields that will be used in the project with the help of Jira's features Create tickets for issues and manage your projects using the Jira software Book Description Jira is an issue tracker and project management system. With their latest release, the Jira team has now expanded their user base to agile teams as well as business teams. This book provides a comprehensive explanation covering all major components of Jira, including Jira Software, Jira Core, and Jira Service Desk. This book starts with an introduction to Jira's unique features and how it can be used as an issue-tracking tool. It will then teach you about how a new project is created by a Jira administrator, what responsibilities there are, and using correct and relevant schemes in your project. You will then learn how to configure project workflows and fields for project screens. You will understand the various permissions used in projects and the importance of project roles in Jira. Then, the book talks about the concepts of versions acting as milestones and using components when handling issues in your projects. It will then focus on analysing data using built-in reports and creating dashboards in Jira. At the end, it will discuss various best practices for users as well as project managers or project administrators. What you will learn Implement Jira as a project administrator or project manager Get familiar with various functionalities of Jira Configure projects and boards in your organisation's Jira instance Understand how and when to use components and versions in your projects Manage project configurations and Jira schemes Learn the best practices to manage your Jira instance Who this book is for This book will be especially useful for project managers but it's also intended for other Jira users, including developers, and any other industry besides software development, who would like to use Jira for project management.

The Phoenix Project

ITIL Practitioner Guidance (Japanese Edition)

Step by Step Implementation Guide with Workflows, Metrics, Best Practices and Checklists

MITRE Systems Engineering Guide

Implementation

One-Stop Reference Guide for Industry 4.0

IT Service management at your fingertips About This Book Leverage ServiceNow's capabilities to achieve improved service management and excellent results in your IT operations by following step-by-step, practical instructions Build core administration, management, and maintenance skills with IT service management and IT operations management Improve your workflow efficiency by designing and creating responsive and automated workflows Who This Book Is For This book is for IT professionals and administrators who are planning to or are already trying to implement ServiceNow in their organization for Enterprise IT service management tasks. Some familiarity with web technologies (JavaScript) would be helpful. System administration experience is necessary. What You Will Learn Acquire and configure your own free personal developer instance of ServiceNow Read (and write!) clear, effective requirements for ServiceNow development Avoid

common pitfalls and missteps that could seriously impact future progress and upgradeability Know how to troubleshoot when things go wrong using debugging tools Discover developer "tips and tricks" Pick up great tips from top ServiceNow development and administration professionals, and find out what they wish they knew when they were starting out In Detail This book shows you how to put important ServiceNow features to work in the real world. We will introduce key concepts and examples on managing and automating IT services, and help you build a solid foundation towards this new approach. We'll demonstrate how to effectively implement various system configurations within ServiceNow. We'll show you how to configure and administer your instance, and then move on to building strong user interfaces and creating powerful workflows. We also cover other key elements of ServiceNow, such as alerts and notifications, security, reporting, and custom development. You will learn how to improve your business' workflow, processes, and operational efficiency. By the end of this book, you will be able to successfully configure and manage ServiceNow within your organization. Style and approach This book is a step-by-step practical tutorial to help you quickly deploy and configure ServiceNow in your organization. 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. The Official Introduction to the ITIL Service Lifecycle

ITIL Foundation

A Guide for ITIL Foundation Exam Candidates

The Simplified Beginner's Guide to IT Service Management

ITIL lite

Brilliant Agile Project Management