

Itil Maturity Model And Self Assessment Service User Guide

For decades, technology and business leaders have struggled to balance agility, reliability, automation and security, and the consequences of failure are always significant. The effective management of technology is critical for business competitiveness. High-performing organizations are 2.5 times more likely to exceed profitability, market share, and productivity goals. The Agile & DevOps handbook shows leaders how to create the cultural norms and the technical best practices necessary to maximize organizational learning, increase employee satisfaction, win in the marketplace, enhance Customer / business delight and capture new business. The book has been written in such a way that the concepts are explained in detail, giving adequate emphasis on real-life examples. All the tools you need to an in-depth Agile and DevOps Self-Assessment Maturity model. Featuring 500 PLUS new and updated case-based questions, organized into seven core areas of process design, this Self-Assessment will help you identify areas in which DevOps improvements can be made. The real-time examples are discussed in detail from simple to complex taking into consideration the requirement of IT consultants. Various sample projects are included in the book and are written in simple language so as to give IT consultants the basic idea of developing projects in Agile & DevOps. The examples given in book are user-focused and have been highly updated including topics, figures, strategies, best practices and real-life examples, demos and case studies. You will explore DevOps process maturity frameworks and progression models with checklist templates for each phase of DevOps. This Self-aAssessment empowers people to do just that - whether their title is entrepreneur, Coach, Leader, manager, consultant, (Vice-) President, CEO, CTO, COO, CIO etc... - They are the people who rule the future. They are the peoplerson who asks the right questions to make DevOps investments work better. **KEY FEATURES** - The book is divided into the following sections: -600 PLUS Real-time Agile & DevOps interview questions and answers-Numerous Tricky Real-time Agile & DevOps Case Studies and Demos-Agile & DevOps all-Inclusive Self-Assessment Checklist for Maturity Model featuring 400 PLUS new and updated case-based questions-The state of agility-Different Agile frameworks (extreme programming, SCRUM, Kanban, crystal methodologies, SAFe, dynamic software development methods, feature driven development, lean software development)-Common Agile Product Development & Test Automation Myths-Dictionary of Tools & techniques of Agile and DevOps-Different Types of Agile Certifications - Tips & Tricks-Estimation techniques used in Agile and DevOps-DevOps, Lean, ITSM, Agile value stream examples-DevOps Implementation - Approach & Guidelines-Change Management Process - DevOps-Quality Management Process - DevOps-Get to know what are continuous integration, continuous delivery, and continuous deployment-DevOps - Continuous Business Planning-DevOps - Continuous Integration & Continuous Testing-DevOps - Continuous Deployment & Release Management-DevOps - Continuous Release & Deployment Automation-DevOps - Continuous Testing-DevOps - Continuous Monitoring-DevOps - Continuous Customer Feedback And Optimization-DevOps - DevOps "Continuous Delivery" With In-Built "Quality Assurance"-Continuous Improvement - Agile and DevOps-Agile & DevOps main goal and challenges-Integrate recent advances in DevOps and process design strategies into practice according to best practice guidelines-Diagnose Agile & DevOps projects, initiatives, organizations, businesses and processes using accepted diagnostic standards and practices-Technical best practices

This book constitutes the thoroughly refereed proceedings of the 9th International Conference on Design Science Research in Information Systems and Technology, DESRIST 2014, held in Miami, FL, USA in May 2014. The 19 full papers, 7 research-in-progress papers and 18 short papers describing prototype demonstrations were carefully reviewed and selected from 71

submissions. The papers are organized in topical sections on design science; emerging themes; meta issues; methods; supporting business processes; team support; work-in-progress papers and prototypes.

Under today's shortened fiscal horizons and contracted time-to-market schedules, traditional approaches to capacity planning are seen by management as inflating production schedules. In the face of relentless pressure to get things done faster, this book facilitates rapid forecasting of capacity requirements, based on opportunistic use of available performance data and tools so that management insight is expanded but production schedules are not. The book introduces such concepts as an iterative cycle of improvement called "The Wheel of Capacity Planning," and Virtual Load Testing, which provides a highly cost-effective method for assessing application scalability.

ITSM Process Assessment Supporting ITIL (TIPA) Van Haren

Organizational Approach to Managing Residual Risk

Agile DevOps Self-Assessment Maturity Model

The People Capability Maturity Model: Guidelines For Improving The Workforce

ITIL® 4 Foundation Courseware - English

Advancing the Impact of Design Science: Moving from Theory to Practice

ITSM Process Assessment Supporting ITIL (TIPA)

Computerworld

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

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Welcome to the Third International Conference on Information Security and Assurance (ISA 2009). ISA 2009 was the most comprehensive conference focused on the various aspects of advances in information security and assurance. The concept of security and assurance is emerging rapidly as an exciting new paradigm to provide reliable and safe life services. Our conference provides a chance for academic and industry professionals to discuss recent progress in the area of communication and networking including modeling, simulation and novel applications associated with the utilization and acceptance of computing devices and systems. ISA 2009 was a successor of the First International Workshop on Information Assurance in Networks (IAN 2007, Jeju-island, Korea, December, 2007), and the Second International Conference on Information Security and Assurance (ISA 2008, Busan, Korea, April 2008). The goal of this conference is to bring together researchers from academia and industry as well as practitioners to share ideas, problems and solutions relating to the multifaceted aspects of information technology. ISA 2009 contained research papers submitted by researchers from all over the world. In order to guarantee high-quality proceedings, we put extensive effort into reviewing the papers. All submissions were peer reviewed by at least three Program Committee members as well as external reviewers. As the quality of the submissions was quite high, it was extremely difficult to select the papers for oral presentation and publication in the proceedings of the conference.

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.

Organisations face many challenges, which induce them to perform better, and thus to establish mature (or excellent) business processes. As they now face globalisation, higher competitiveness, demanding customers, growing IT possibilities, compliancy rules etc., business process maturity models (BPMMs) have been introduced to help organisations gradually assess and improve their business processes (e.g. CMMI or OMG-BPMM). In fact, there are now so many BPMMs to choose from that organisations risk selecting one that does not fit their needs or one of substandard quality. This book presents a study that distinguishes process management from process orientation so as to arrive at a common understanding. It also includes a classification study to identify the capability areas and maturity types of 69 existing BPMMs, in order to strengthen the basis of available BPMMs. Lastly it presents a selection study to identify criteria for choosing one BPMM from the broad selection, which produced a free online selection tool, BPMM Smart-Selector.

Implementing Effective IT Governance and IT Management
Get Certified

World Class Applications of Six Sigma

The Official Introduction to the ITIL Service Lifecycle

A Tactical Approach to Planning for Highly Scalable Applications and Services

Connecting Governance and Technology

Guidelines for Improving the Software Process

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.

Principal Contributors and Editors: Mark C. Paulk, Charles V. Weber, Bill Curtis, Mary Beth Chrissis "In every sense, the CMM represents the best thinking in the field today...

this book is targeted at anyone involved in improving the software process, including members of assessment or evaluation teams, members of software engineering process groups, software managers, and software practitioners..." From the Foreword by Watts Humphrey The Capability Maturity Model for Software (CMM) is a framework that demonstrates the key elements of an effective software process. The CMM describes an evolutionary improvement path for software development from an ad hoc, immature process to a mature, disciplined process, in a path laid out in five levels. When using the CMM, software professionals in government and industry can develop and improve their ability to identify, adopt, and use sound management and technical practices for delivering quality software on schedule and at a reasonable cost. This book provides a description and technical overview of the CMM, along with guidelines for improving software process management overall. It is a sequel to Watts Humphrey's important work, Managing the Software Process, in that it structures the maturity framework presented in that book more formally. Features: Compares the CMM with ISO 9001 Provides an overview of ISO's SPICE project, which is developing international standards for software process improvement and capability determination Presents a case study of IBM Houston's Space Shuttle project, which is frequently referred to as being at Level 5 0201546647B04062001 IT Governance is finally getting the Board's and top management's attention. The value that IT needs to return and the associated risks that need to be managed, have become so important in many industries that enterprise survival depends on it. Information integrity is a significant part of the IT Governance challenge. Among other things, this conference will explore how Information Integrity contributes to the overall control and governance frameworks that enterprises need to put in place for IT to deliver business value and for corporate officers to be comfortable about the IT risks the enterprise faces. The goals for this international working conference are to find answers to the following questions: • what precisely do business managers need in order to have confidence in the integrity of their information systems and their data; • what is the status quo of research and development in this area; • where are the gaps between business needs on the one hand and research I development on the other; what needs to be done to bridge these gaps. The contributions have been divided in the following sections: • Refereed papers. These are papers that have been selected through a blind refereeing process by an international programme committee. • Invited papers. Well known experts present practice and research papers upon invitation by the programme committee. • Tutorial. Two papers describe the background, status quo and future development of CobiT as well as a case of an implementation of Co biT.

This international Handbook provides a comprehensive overview of key topics, debates and issues within the now well-established field of Knowledge Management (KM). With contributions from a range of highly-skilled authors, diverse and multi-disciplinary approaches towards KM are explored in this fantastic new reference work. Topics covered include performance, ethics, sustainability and cross-cultural management, making this an equally important read to academics and practitioners working in areas such as technology, education and engineering. By analysing how the field of KM has developed over the years, as well as presenting new methods to be implemented in the workplace, this Handbook outlines a research agenda for the future of organisational learning and innovation.

ECMLG 2019 15th European Conference on Management, Leadership and Governance
Self-assessment Guide Using COBIT® 5
Guidelines for Superior Service
The ITSM Process Design Guide
COBIT® 4.1

COBIT Mapping

Third International Conference and Workshops, ISA 2009, Seoul, Korea, June 25-27, 2009. Proceedings

This book constitutes the refereed proceedings of the 17th International Conference on Software Process Improvement and Capability Determination, SPICE 2017, held in Palma de Mallorca, Spain, in October 2017. The 34 full papers presented together with 4 short papers were carefully reviewed and selected from 65 submissions. The papers are organized in the following topical sections: SPI in agile approaches; SPI in small settings; SPI and assessment; SPI and models; SPI and functional safety; SPI in various settings; SPI and gamification; SPI case studies; strategic and knowledge issues in SPI; education issues in SPI.

The Institute of Electrical and Electronics Engineers (IEEE) Communications Society designed the IEEE wireless communication engineering technologies (WCET) certification program to address the wireless industry's growing need for communications professionals with practical problem-solving skills in real-world situations. Individuals who achieve this prestigious certification are recognized as possessing the required knowledge, skill, and abilities to meet wireless challenges in various industry, business, corporate, and organizational settings. Presenting contributions from 50 wireless communications experts from all corners of the world, *Get Certified: A Guide to Wireless Communication Engineering Technologies* provides an authoritative review of the seven areas of expertise covered on WCET exam. It supplies cutting-edge coverage of the broad range of topics related to wireless communications to facilitate the technical competency required to achieve certification. The text outlines industry agreements, standards, policies, and regulations including licenses and permits, health and safety, and compliance. With coverage ranging from basic concepts to research-grade material and future directions, the book provides a general overview of the evolution of wireless technologies, their impact on the profession, and common professional best practices. The book's well-structured presentation along with suggestions for further information and study, make it an indispensable guide for attaining WCET certification and a comprehensive source of reference for wireless professionals to keep pace with ever-evolving technology and standards in the field.

Essential reading for all decision makers (IT-literate or not) who are presented with an ITIL(r) proposal or asked to oversee or own an ITIL project. It explains, in lay-manager's terms, what ITIL is. It reveals what ITIL is good for, what it is bad at, what to expect. It describes how to ensure an ITIL project succeeds, what to require from the project, and how to measure the results. "Score: 10 out of 10... This is a wonderfully irreverent, but totally authoritative, book... It is a slim manual that seeks to debunk the language and meaning of ITIL and relate it to the practical implementation of IT service management... It's a gem of a book that offers a good perspective on what the ITIL v3 manuals take 5 volumes to cover." (British Computer Society)

You will be breached—the only question is whether you'll be ready A cyber breach

could cost your organization millions of dollars—in 2019, the average cost of a cyber breach for companies was \$3.9M, a figure that is increasing 20-30% annually. But effective planning can lessen the impact and duration of an inevitable cyberattack. **Cyber Breach Response That Actually Works** provides a business-focused methodology that will allow you to address the aftermath of a cyber breach and reduce its impact to your enterprise. This book goes beyond step-by-step instructions for technical staff, focusing on big-picture planning and strategy that makes the most business impact. Inside, you'll learn what drives cyber incident response and how to build effective incident response capabilities. Expert author Andrew Gorecki delivers a vendor-agnostic approach based on his experience with Fortune 500 organizations. Understand the evolving threat landscape and learn how to address tactical and strategic challenges to build a comprehensive and cohesive cyber breach response program Discover how incident response fits within your overall information security program, including a look at risk management Build a capable incident response team and create an actionable incident response plan to prepare for cyberattacks and minimize their impact to your organization Effectively investigate small and large-scale incidents and recover faster by leveraging proven industry practices Navigate legal issues impacting incident response, including laws and regulations, criminal cases and civil litigation, and types of evidence and their admissibility in court In addition to its valuable breadth of discussion on incident response from a business strategy perspective, **Cyber Breach Response That Actually Works** offers information on key technology considerations to aid you in building an effective capability and accelerating investigations to ensure your organization can continue business operations during significant cyber events.

**Framework, Control Objectives, Management Guidelines, Maturity Models
Implementing IT Governance - A Practical Guide to Global Best Practices in IT
Management**

The Capability Maturity Model

Information Technology in the Service Economy:

Agile DevOps Self-Assessment Nuts & Bolts

Intelligence Support Systems

Technologies for Lawful Intercepts

World Class Applications shows what real organisations have done to implement Six Sigma, the methodology used, and the results delivered. The book provides details of how these organisations overcame issues with the statistical tools of Six Sigma and provides valuable lessons by explaining what went wrong when implementation failed. Cases cover topics including: Six Sigma in HR; Implementing Six Sigma in the Dow Chemical company; Six Sigma in IT; and Six Sigma to improve reporting quality.

This book represents the compilation of papers presented at

the IFIP Working Group 8.2 conference entitled "Information Technology in the Service Economy: Challenges and Possibilities for the 21 Century." The conference took place at Ryerson University, Toronto, Canada, on August 10-13, 2008. Participation in the conference spanned the continents from Asia to Europe with paper submissions global in focus as well. Conference submissions included completed research papers and research in progress reports. Papers submitted to the conference went through a double blind review process in which the program co chairs, an associate editor, and reviewers provided assessments and recommendations. The editorial efforts of the associate editors and reviewers in this process were outstanding. To foster high quality research publications in this field of study, authors of accepted papers were then invited to revise and resubmit their work. Through this rigorous review and revision process, 12 completed research papers and 11 research in progress reports were accepted for presentation and publication. Paper workshop sessions were also established to provide authors of emergent work an opportunity to receive feedback from the IFIP 8.2 community. Abstracts of these new projects are included in this volume. Four panels were presented at the conference to provide discussion forums for the varied aspects of IT, service, and globalization. Panel abstracts are also included here.

CERT® Resilience Management Model (CERT-RMM) is an innovative and transformative way to manage operational resilience in complex, risk-evolving environments. CERT-RMM distills years of research into best practices for managing the security and survivability of people, information, technology, and facilities. It integrates these best practices into a unified, capability-focused maturity model that encompasses security, business continuity, and IT operations. By using CERT-RMM, organizations can escape silo-driven approaches to managing operational risk and align to achieve strategic resilience management goals. This book both introduces CERT-RMM and presents the model in its entirety. It begins with essential background for all professionals, whether they have previously used process improvement models or not. Next, it explains CERT-RMM's Generic Goals and Practices and discusses various approaches for using the model. Short essays by a number of contributors illustrate how CERT-RMM can be applied for

different purposes or can be used to improve an existing program. Finally, the book provides a complete baseline understanding of all 26 process areas included in CERT-RMM. Part One summarizes the value of a process improvement approach to managing resilience, explains CERT-RMM's conventions and core principles, describes the model architecturally, and shows how it supports relationships tightly linked to your objectives. Part Two focuses on using CERT-RMM to establish a foundation for sustaining operational resilience management processes in complex environments where risks rapidly emerge and change. Part Three details all 26 CERT-RMM process areas, from asset definition through vulnerability resolution. For each, complete descriptions of goals and practices are presented, with realistic examples. Part Four contains appendices, including Targeted Improvement Roadmaps, a glossary, and other reference materials. This book will be valuable to anyone seeking to improve the mission assurance of high-value services, including leaders of large enterprise or organizational units, security or business continuity specialists, managers of large IT operations, and those using methodologies such as ISO 27000, COBIT, ITIL, or CMMI. CMMI® for Acquisition (CMMI-ACQ) describes best practices for the successful acquisition of products and services. Providing a practical framework for improving acquisition processes, CMMI-ACQ addresses the growing trend in business and government for organizations to purchase or outsource required products and services as an alternative to in-house development or resource allocation. Changes in CMMI-ACQ Version 1.3 include improvements to high maturity process areas, improvements to the model architecture to simplify use of multiple models, and added guidance about using preferred suppliers. CMMI® for Acquisition, Second Edition, is the definitive reference for CMMI-ACQ Version 1.3. In addition to the entire revised CMMI-ACQ model, the book includes updated tips, hints, cross-references, and other author notes to help you understand, apply, and quickly find information about the content of the acquisition process areas. The book now includes more than a dozen contributed essays to help guide the adoption and use of CMMI-ACQ in industry and government. Whether you are new to CMMI models or are already familiar with one or more of them, you will find this book an essential resource for managing your

acquisition processes and improving your overall performance. The book is divided into three parts. Part One introduces CMMI-ACQ in the broad context of CMMI models, including essential concepts and useful background. It then describes and shows the relationships among all the components of the CMMI-ACQ process areas, and explains paths to the adoption and use of the model for process improvement and benchmarking. Several original essays share insights and real experiences with CMMI-ACQ in both industry and government environments. Part Two first describes generic goals and generic practices, and then details the twenty-two CMMI-ACQ process areas, including specific goals, specific practices, and examples. These process areas are organized alphabetically and are tabbed by process area acronym to facilitate quick reference. Part Three provides several useful resources, including sources of further information about CMMI and CMMI-ACQ, acronym definitions, a glossary of terms, and an index.

ICMLG2016

BiSL® Foundation Courseware - English

Cyber Breach Response That Actually Works

A Skeptical Guide for Decision-Makers

A Comparative Study on a Sample of Business Process Maturity Models

9th International Conference, DESRIST 2014, Miami, FL, USA, May 22-24, 2014. Proceedings

Challenges and Possibilities for the 21st Century

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.

CMMI® for Services (CMMI-SVC) is a comprehensive set of guidelines to help organizations establish and improve processes for delivering services. By adapting and extending proven standards and best practices to reflect the unique challenges faced in service industries, CMMI-SVC offers providers a practical and focused framework for achieving higher levels of service quality, controlling costs, improving schedules, and ensuring user satisfaction. A member of the newest CMMI model, CMMI-SVC Version 1.3, reflects changes to the model made for all constellations, including clarifications of high-maturity practices, alignment of the sixteen core process areas, and improvements in the SCAMPI appraisal method. The indispensable CMMI® for Services, Second Edition, is both an introduction to the CMMI-SVC model and an authoritative reference for it. The contents include the complete model itself, formatted for quick reference. In addition, the book's authors have refined the model's introductory chapters; provided marginal notes to clarify the nature of particular process areas and to

show why their practices are valuable; and inserted longer sidebars to explain important concepts. Brief essays by people with experience in different application areas further illustrate how the model works in practice and what benefits it offers. The book is divided into three parts. Part One begins by thoroughly explaining CMMI-SVC, its concepts, and its use. The authors provide robust information about service concepts, including a discussion of lifecycles in service environments; outline how to start using CMMI-SVC; explore how to achieve process improvements that last; and offer insights into the relationships among process areas. Part Two describes generic goals and practices, and then details the complete set of twenty-four CMMI-SVC process areas, including specific goals, specific practices, and examples. The process areas are organized alphabetically by acronym and are tabbed for easy reference. Part Three contains several useful resources, including CMMI-SVC-related references, acronym definitions, a glossary of terms, and an index. Whether you are new to CMMI models or are already familiar with one or more of them, this book is an essential resource for service providers interested in learning about or implementing process improvement.

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

The key to any successful IT Service Management solution are strong, clear processes that are fit for purpose. The continual cycle of service improvements must therefore look at the existing processes and assess how effective they are within changing business requirements. This innovative title not only looks at this fundamental process assessment, it does it using the key ISO/IEC standard in this area. In brief, this title explains the meeting between two standards: ITIL: the de facto standard in IT Service Management. ISO/IEC 15504 Information technology - Process assessment Readers can therefore be confident of a strong, well-thought out and solid approach which will help identify: The concepts of process assessment and process maturity How to plan and perform a process assessment How to use the approach How to launch an improvement process starting with an assessment project Because it focuses on 10 key processes the TIPA framework can be applied with equal success to ITILv2, ITIL v3 or to the ISO/IEC 20000. This manual will also convey valuable information for understanding the roles and differences between: process assessment, traditional conformity assessment, audit and self-assessment suite. Finally, it is illustrated with real-life case studies, which highlight what should be done and what should be avoided. The reader will thus learn process assessment based on genuine experiences.

Owning ITIL

Business Process Maturity

COBIT User Guide for Service Managers

IQM-CMM: Information Quality Management Capability Maturity Model

ITIL Foundation

Intermediate ITIL Service Lifecycle Exams a road map to full or partial ITIL implementation

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

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.

The Courseware package consist out of two publications, BiSL® Foundation courseware - English (ISBN: 978 94 018 0189 8) and BiSL® - A Framework for Business Information Management - 2nd edition (ISBN: 978 90 875 3702 9). The courseware addresses the

principles of BiSL and the defined process framework. The principles and the framework as a whole are addressed: the operational processes (the clusters of use management, functionalities management and connecting processes), the management processes and the strategy processes. The material consists of a mix of theory using a slide set, practical exercises including case studies and additionally the student can practice with two practice exams. There is a lot of room for exchange of experiences, always going back to the theory. This training prepares you for the APMG-examination “BiSL Foundation”. In the training, the basic subjects and principles of BiSL are addressed. Target audience: everyone who is active in the area of business information management and wants to understand the BiSL framework and learn the principles of BiSL. BiSL® is a Registered Trade Mark of the ASL BiSL Foundation

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.

Research, Studies, and Techniques

CMMI for Services

Planning to Implement Service Management

Implementing Effective It Governance and It Management

A Maturity Model for Managing Operational Resilience

COBIT® 5

Saša Baškarada presents a capability maturity model for information quality management process assessment and improvement. The author employed six exploratory case studies and a four round Delphi study to gain a better understanding of the research problem and to build the preliminary model, which he then applied in seven international case studies for further enhancement and external validation.

This guide details an approach to undertaking IT process assessments based on the COBIT 5 Process Assessment Model or PAM. Included in this guide are sufficient information from the COBIT PAM and a full self-assessment template to simplify the self-assessment process.

ITIL® 4 is on its way! We are pleased that we can deliver you courseware which could help you to give excellent classes and deepen your own understanding of ITIL® 4. The new version of ITIL launches on February the 28th, 2019 and we are going to be ready soon to deliver accredited courseware and exams. Our material is currently pending accreditation and will be available for training once the release date for training is made available. Translations to Dutch, German and Spanish will follow very soon ! If you are interested in this please do let us know also via the link above Are you interested in this material ? Please mail to: Sales@vanharen.net What will be included in the official accredited courseware • High-quality courseware

supplemented with additional reference materials • Presentations in PPT (always free for partners) • Sample questions • Sample exam and rationale • Syllabus and Glossary • Pre-course reading material • Free branding functionalities

Complete, detailed preparation for the Intermediate ITIL Service Lifecycle exams ITIL Intermediate Certification Companion Study Guide is the ultimate supporting guide to the ITIL Service Lifecycle syllabus, with full coverage of all Intermediate ITIL Service Lifecycle exam objectives for Service Operation, Service Design, Service Transition, Continual Service Improvement, and Service Strategy. Using clear and concise language, this useful companion guides you through each Lifecycle module and each of the process areas, helping you understand the concepts that underlie each skill required for certification. Illustrative examples demonstrate how these skills are applied in real-life scenarios, helping you realize the importance of what you're learning each step of the way. Additional coverage includes service strategy principles and processes, governance, organization, implementation, and technology considerations, plus guidance toward common challenges and risks. ITIL is the most widely adopted approach for IT Service Management in the world, providing a practical, no-nonsense framework for identifying, planning, delivering, and supporting IT services to businesses. This study guide is the ultimate companion for certification candidates, giving you everything you need to know in a single informative volume. Review the information needed for all five Lifecycle exams Examine real-life examples of how these concepts are applied Gain a deeper understanding of each of the process areas Learn more about governance, organization, implementation, and more The Intermediate ITIL Service Lifecycle exams expect you to demonstrate thorough knowledge of the concepts, processes, and functions related to the modules. The certification is recognized around the world as the de facto standard for IT Service Management, and the skills it requires increase your value to any business. For complete, detailed exam preparation, ITIL Certification Companion Study Guide for the Intermediate ITIL Service Lifecycle Exams is an invaluable effective tool.

ITIL Intermediate Certification Companion Study Guide

17th International Conference, SPICE 2017, Palma de Mallorca, Spain, October 4-5, 2017, Proceedings

Integrity, Internal Control and Security in Information Systems

CMMI for Acquisition

Enhancing the Modern Organization through Information Technology Professionals: Research, Studies, and Techniques

ITIL lite

A Guide to Wireless Communication Engineering Technologies

This book introduces the SEIs People Capability Maturity Model (P-CMM), a comprehensive, five-level framework for improving workforce practices which draws upon today's best human resources and organizational development processes. The P-CMM's creators show how to characterize the maturity of any organization's workforce practices, guide a program of continuous workforce development, set priorities for immediate action, integrate workforce development with process improvement, and establish a culture of software engineering excellence.

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.

Telecommunications service providers face increasing information assistance requests to help law enforcement while they simultaneously struggle with CapEx and OpEx reductions. On the other hand, law enforcement agencies face expensive telecommunication interface options for data collection as they battle with a growing backlog of subpoena requests.

"This book presents research from the perspective of the information technology professional and how they influence the modern organization"--Provided by publisher.

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Guidelines for Improving the Acquisition of Products and Services

Advances in Information Security and Assurance

Guerrilla Capacity Planning

The Palgrave Handbook of Knowledge Management

CERT Resilience Management Model (CERT-RMM)

Mapping of NIST SP800-53 Rev 1 with COBIT 4. 1