The Cmdb Imperative How To Realize The Dream And Avoid The Nightmares How To Realize The Dream And Avoid The Nightmares The

A comprehensive security patch management process is one of the fundamental security requirements for any IT-dependent organization. Fully defining this process ensures that patches are deployed in an organized, staged manner, resulting in little or no slowdowns or downtime to network infrastructure. Until now, there were no technical books for com

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.

Bei der Umsetzung von Geschäftsmodellen wird verstärkt auf das Architekturkonzept der serviceorientierten Architektur (SOA) zurückgegriffen. Vor dem Hintergrund der wachsenden Komplexität der resultierenden dienstorientierten Systeme stellt die vorliegende Arbeit einen systematischen Ansatz zur effektiven Zusammenführung von Informationen, Werkzeugen und Methodiken in ein übergreifendes und konsistent anwendbares Modell zur Verwaltung und Überwachung dienstorientierter Systemlandschaften vor.

This is the eBook version of the printed book. If the print book includes a CD-ROM, this content is not included within the eBook version. Implement Configuration Management Databases that Deliver Rapid ROI and Sustained B.

Making Change Work in the Age of Cloud and Agile

The Practice of System and Network Administration

Volume 1: DevOps and other Best Practices for Enterprise IT

CMDB Imperative: How to Realize the Dream and Avoid the Nightmares

Reinventing ITIL® in the Age of DevOps

VMware NSX Automation Fundamentals

Create and manage a clear working IT asset management strategy with this unique guide Key Features A detailed IT Asset Management (ITAM) guidebook with real-world templates that can be converted into working ITAM documents. Includes in-depth discussion on how risk management has changed and the possible solutions needed to address

the new normal A step-by-step ITAM manual for newbies as well as seasoned ITAM veterans Book Description This book is a detailed IT Asset Management (ITAM) guidebook with real-world templates that can be converted into working ITAM documents. It is a step-by-step IT Asset Management manual for the newbies as well as the seasoned ITAM veterans, providing a unique insight into asset management. It discusses how risk management has changed over time and the possible solutions needed to address the new normal. This book is your perfect guide to create holistic IT Asset Management and Software Asset Management programs that close the risk gaps, increases productivity and results in cost efficiencies. It allows the IT Asset Managers, Software Asset Managers, and/or the full ITAM program team to take a deep dive by using the templates offered in the guidebook. You will be aware of the specific roles and responsibilities for every aspect of IT Asset Management, Software Asset Management, and Software License Compliance Audit Response. By the end of this book, you will be well aware of

what IT and Software Asset Management is all about and the different steps, processes, and roles required to truly master it. What you will learn Close the hidden risk gaps created by IT assets (hardware and software) Create and manage a proactive ITAM and SAM program and policy A clear, concise explanation of what IT Asset Management and Software Asset Management is, the benefits, and results The best ways to manage a software audit and how to be prepared for one Considerations for selecting the best technology for a specific company including what questions should be asked at the onset Increasing ITAM program and project success with change management Who this book is for This book is intended for CIOs, VPs and CTOs of mid to large-sized enterprises and organizations. If you are dealing with changes such as mergers, acquisitions, divestitures, new products or services, cyber security, mandated regulations, expansion, and much more, this book will help you too.

Cloud Enterprise Architecture examines enterprise architecture (EA) in the

context of the surging popularity of Cloud computing. It explains the different kinds of desired transformations the architectural blocks of EA undergo in light of this strategically significant convergence. Chapters cover each of the contributing architectures of EA—business, information, application, integration, security, and technology—illustrating the current and impending implications of the Cloud on each. Discussing the implications of the Cloud paradigm on EA, the book details the perceptible and positive changes that will affect EA design, governance, strategy, management, and sustenance. The author ties these topics together with chapters on Cloud integration and composition architecture. He also examines the Enterprise Cloud, Federated Clouds, and the vision to establish the InterCloud. Laying out a comprehensive strategy for planning and executing Cloud-inspired transformations, the book: Explains how the Cloud changes and affects enterprise architecture design, governance, strategy, management, and

sustenance Presents helpful information on next-generation Cloud computing Describes additional architectural types such as enterprise-scale integration, security, management, and governance architectures This book is an ideal resource for enterprise architects, Cloud evangelists and enthusiasts, and Cloud application and service architects. Cloud center administrators, Cloud business executives, managers, and analysts will also find the book helpful and inspirational while formulating appropriate mechanisms and schemes for sound modernization and migration of traditional applications to Cloud infrastructures and platforms. The Open Group IT4IT Reference Architecture, Version 2.0, an Open Group Standard, provides a vendor-neutral, technology-agnostic, and industry-agnostic reference architecture for managing the business of IT.The Open Group IT4IT Reference Architecture standard comprises a reference architecture and a value chain-based operating model.The IT Value Chain has four value streams

supported by a reference architecture to drive efficiency and agility. The four value streams are: Strategy to Portfolio Request to Fulfill Requirement to Deploy Detect to CorrectEach IT Value Stream is centered on a key aspect of the service model, the essential data objects (information model), and functional components (functional model) that support it. Together, the four value streams play a vital role in helping IT control the service model as it advances through its lifecycle. The IT4IT Reference Architecture: Provides prescriptive guidance on the specification of and interaction with a consistent service model backbone (common data model/context) Supports real-world use-cases driven by the Digital Economy (e.g., Cloud-sourcing, Agile, DevOps, and service brokering) Embraces and complements existing process frameworks and methodologies (e.g., ITIL®, CoBIT®, SAFe, and TOGAF®) by taking a data-focused implementation model perspective, essentially specifying an information model across the entire value chainThe audience for this

standard is: IT Professionals who are responsible for delivering services in a way that isflexible, traceable, and cost-effective IT Professionals / Practitioners who are focused on instrumenting the ITmanagement landscape IT Leaders who are concerned about their operating model Enterprise Architects who are responsible for IT business transformationTopics covered include: An introduction to the standard and the purpose of the IT4IT work Key terminology of the standard An introduction for executives and others introducing the IT Value Chain and IT4IT Reference Architecture concepts IT4IT Core, which defines the structure of the IT4IT standard as well as the process and document structure used by the IT4IT standard The Strategy to Portfolio (S2P) Value Stream The Requirement to Deploy (R2D) Value Stream The Request to Fulfill (R2F) Value Stream The Detect to Correct (D2C) Value Stream Background information on the standard.

About This Book This book, "Managing Digital: Concepts and Practices", is intended to guide a practitioner

through the journey of building a digital-first viewpoint and the skills needed to thrive in the digital-first world. As such, this book is a bit of an experiment for The Open Group; it isn't structured as a traditional standard or guide. Instead, it is structured to show the key issues and skills needed at each stage of the digital journey, starting with the basics of a small digital project, eventually building to the concerns of a large enterprise. So, feel free to digest this book in stages — the section Introduction for the student is a good guide. The book is intended for both academic and industry training purposes. This book seeks to provide guidance for both new entrants into the digital workforce and experienced practitioners seeking to update their understanding on how all the various themes and components of IT management fit together in the new world. About The Open Group Press The Open Group Press is an imprint of The Open Group for advancing knowledge of information technology by publishing works from individual authors within The Open

Group membership that are relevant to advancing The Open Group mission of Boundaryless Information Flow™. The key focus of The Open Group Press is to publish high-quality monographs, as well as introductory technology books intended for the general public, and act as a complement to The Open Group Standards, Guides, and White Papers. The views and opinions expressed in this book are those of the author, and do not necessarily reflect the consensus position of The Open Group members or staff.

Securing the Cloud

Defining IT Success Through The Service Catalog

How to Improve Service and Lower Costs, e-Pub

The Business of IT

Cloud Capacity Management

Architecting Cloud Computing Solutions

Using the factor analysis of information risk (FAIR) methodology developed over ten years and adopted by corporations worldwide, Measuring and Managing Information Risk provides a proven and credible framework for understanding, measuring, and analyzing information risk of any size or complexity. Intended for organizations that need to

either build a risk management program from the ground up or strengthen an existing one, this book provides a unique and fresh perspective on how to do a basic quantitative risk analysis. Covering such key areas as risk theory, risk calculation, scenario modeling, and communicating risk within the organization, Measuring and Managing Information Risk helps managers make better business decisions by understanding their organizational risk. Uses factor analysis of information risk (FAIR) as a methodology for measuring and managing risk in any organization. Carefully balances theory with practical applicability and relevant stories of successful implementation. Includes examples from a wide variety of businesses and situations presented in an accessible writing style. This CIGRE green book begins by addressing the specification and provision of communication services in the context of operational applications for electrical power utilities, before subsequently providing guidelines on the deployment or transformation of networks to deliver these specific communication services. Lastly, it demonstrates how these networks and their services can be monitored, operated, and maintained to ensure that the requisite high level of service quality is consistently achieved.

Delve into the principles of ITIL® and DevOps and examine the similarities and differences. This book

re-engineers the ITIL framework to work in DevOps projects without changing its meaning and its original objectives, making it fit for purpose for use in DevOps projects. Reinventing ITIL® in the Age of DevOpsshows you the relevance of ITIL since the emergence of DevOps and puts a unique spin on the ITIL service management framework. Along the way you will see that ITIL is a mature service management framework and years of maturity will be lost if it's made invalid. The ideas, recommendations, and solutions provided in Reinventing ITIL in the Age of DevOps can be leveraged in order to readily develop solutions or create proposals for clients. The ideas in this book can be further expanded to deliver seamless services to DevOps projects. What You Will LearnDiscover the basics of ITIL and DevOps Compare ITIL and DevOps Understand the structure of a DevOps organization and adapt the ITIL roles to this structure Re-engineer ITIL for DevOps projects Implement major processes such as incident management, configuration management, and change management processes in DevOps projects Automate activities within processes Who This Book Is For Consultants, business analysts, administrators, and project managers who are looking for more information about Dynamics 365. Pass the ITIL Foundation examination by learning the basics of ITIL and working through real-life

examples. This book breaks the course down for studying in 7 days with 3 hours a day, which means at the end of a week you are ready to pass the exam. You'll also see tips and an array of sample questions, as well as FAQs on ITIL. All this will prepare you for the examination and give you the knowledge required to pass with flying colors. After using Become ITIL Foundation Certified in 7 Days and earning the ITIL Foundation certification, you'll be well placed to get the career you always wanted. What You Will Learn Gain ITIL basics – the entire syllabus designed of the ITIL Foundation certification Obtain a deep-rooted understanding of ITIL topics and not textbook knowledge Prepare for the ITIL Foundation examination Sort out career-related queries and decide whether ITIL will aid your career Who This Book Is For IT professionals from the IT services industry are the primary audience.

Building VMware Software-Defined Data Centers

Cloud Computing

Pocket CIO – The Guide to Successful IT Asset Management

The Official Introduction to the ITIL Service Lifecycle

CMDB Systems

Specification, Deployment and Operation

Although the patch management process is neither exceedingly technical nor extremely complicated, it is

still perceived as a complex issue that's often left to the last minute or resolved with products that automate the task. Effective patch management is not about technology; it's about having a formal process in place that can deploy patches to v

Make the most of software-defined data centers with revolutionary VMware technologies About This Book Learn how you can automate your data center operations and deploy and manage applications and services across your public, private, and hybrid infrastructure in minutes Drive great business results with cost-effective solutions without compromising on ease, security, and controls Transform your business processes and operations in a way that delivers any application, anywhere, with complete peace of mind Who This Book Is For If you are an IT professional or VMware administrator who virtualizes data centers and IT infrastructures, this book is for you. Developers and DevOps engineers who deploy applications and services would also find this book useful. Data center architects and those at the CXO level who make decisions will appreciate the value in the content. What You Will Learn Understand and optimize end-to-end processes in your data center Translate IT processes and business needs into a technical design Apply and create vRO workflow automation functionalities to services Deploy NSX in a virtual environment Technically accomplish DevOps offerings Set up and use vROPs to master the SDDC resource demands Troubleshoot all the components of SDDC In Detail VMware offers the industry-leading software-

defined data center (SDDC) architecture that combines compute, storage, networking, and management offerings into a single unified platform. This book uses the most up-to-date, cutting-edge VMware products to help you deliver a complete unified hybrid cloud experience within your infrastructure. It will help you build a unified hybrid cloud based on SDDC architecture and practices to deliver a fully virtualized infrastructure with cost-effective IT outcomes. In the process, you will use some of the most advanced VMware products such as VSphere, VCloud, and NSX. You will learn how to use vSphere virtualization in a software-defined approach, which will help you to achieve a fully-virtualized infrastructure and to extend this infrastructure for compute, network, and storage-related data center services. You will also learn how to use EVO:RAIL. Next, you will see how to provision applications and IT services on private clouds or IaaS with seamless accessibility and mobility across the hybrid environment. This book will ensure you develop an SDDC approach for your datacenter that fulfills your organization's needs and tremendously boosts your agility and flexibility. It will also teach you how to draft, design, and deploy toolsets and software to automate your datacenter and speed up IT delivery to meet your lines of businesses demands. At the end, you will build unified hybrid clouds that dramatically boost your IT outcomes. Style and approach With the ever-changing nature of businesses and enterprises, having the capability to navigate through the

complexities is of utmost importance. This book takes an approach that combines industry expertise with revolutionary VMware products to deliver a complete SDDC experience through practical examples and techniques, with proven cost-effective benefits. Find the right big data solution for your business ororganization Big data management is one of the major challenges facingbusiness, industry, and not-for-profit organizations. Data setssuch as customer transactions for a mega-retailer, weather patternsmonitored by meteorologists, or social network activity can quicklyoutpace the capacity of traditional data management tools. If youneed to develop or manage big data solutions, you'll appreciate howthese four experts define, explain, and guide you through this newand often confusing concept. You'll learn what it is, why itmatters, and how to choose and implement solutions that work. Effectively managing big data is an issue of growing importanceto businesses, not-for-profit organizations, government, and ITprofessionals Authors are experts in information management, big data, and avariety of solutions Explains big data in detail and discusses how to select andimplement a solution, security concerns to consider, data storageand presentation issues, analytics, and much more Provides essential information in a no-nonsense,easy-to-understand style that is empowering Big Data For Dummies cuts through the confusion and helpsyou take charge of big data solutions for your organization. Securing the Cloud is the first book that helps you

secure your information while taking part in the time and cost savings of cloud computing. As companies turn to burgeoning cloud computing technology to streamline and save money, security is a fundamental concern. The cloud offers flexibility, adaptability, scalability, and in the case of security - resilience. Securing the Cloud explains how to make the move to the cloud, detailing the strengths and weaknesses of securing a company's information with different cloud approaches. It offers a clear and concise framework to secure a business' assets while making the most of this new technology. This book considers alternate approaches for securing a piece of the cloud, such as private vs. public clouds, SaaS vs. IaaS, and loss of control and lack of trust. It discusses the cloud's impact on security roles, highlighting security as a service, data backup, and disaster recovery. It also describes the benefits of moving to the cloud - solving for limited availability of space, power, and storage. This book will appeal to network and security IT staff and management responsible for design, implementation and management of IT structures from admins to CSOs, CTOs, CIOs and CISOs. Named The 2011 Best Identity Management Book by InfoSec Reviews Provides a sturdy and stable framework to secure your piece of the cloud, considering alternate approaches such as private vs. public clouds, SaaS vs. IaaS, and loss of control and lack of trust Discusses the cloud's impact on security roles, highlighting security as a service, data backup, and disaster recovery Details the benefits of moving to the cloud-

solving for limited availability of space, power, and storage

How to Realize the Dream and Avoid the Nightmares
Become ITIL Foundation Certified in 7 Days
Big Data For Dummies
Software Deployment, Updating, and Patching
The IT4ITTM Reference Architecture, Version 2.1
Get to grips with the fundamentals of IT Asset
Management, Software Asset Management, and
Software License Compliance Audits with this guide
The Service Catalog is a fundamental IT tool covering the
services themselves, default capabilities, measures and
primary means of access and provision. In short, it represents
the value IT provides to facilitate business operations. Written
by industry experts and using real case studies, this valuable
title takes the reader beyond the theoretical to focus on the
real business benefits of Service Catalogs and how to
implement them successfully within an organization: Services
are made standard and rational, leading to lower costs and
increased service availability Standard 'service products'
enable forecasting of demand, leading to better volume
discounts from vendors and improved inventory and capacity
planning Controls over consumption of services are enhanced
The fulfillment of IT services is improved with the catalog.
Standardization of services leads to recurrent workflows,
rather than relatively expensive one-off projects
With 28 new chapters, the third edition of The Practice of
System and Network Administration innovates yet again!
Revised with thousands of updates and clarifications based
on reader feedback, this new edition also incorporates
DevOps strategies even for non-DevOps environments.
Whether you use Linux, Unix, or Windows, this new edition
describes the essential practices previously handed down

only from mentor to protégé. This wonderfully lucid, often funny cornucopia of information introduces beginners to advanced frameworks valuable for their entire career, yet is structured to help even experts through difficult projects. Other books tell you what commands to type. This book teaches you the cross-platform strategies that are timeless! DevOps techniques: Apply DevOps principles to enterprise IT infrastructure, even in environments without developers Game-changing strategies: New ways to deliver results faster with less stress Fleet management: A comprehensive guide to managing your fleet of desktops, laptops, servers and mobile devices Service management: How to design, launch, upgrade and migrate services Measurable improvement: Assess your operational effectiveness; a forty-page, pain-free assessment system you can start using today to raise the quality of all services Design guides: Best practices for networks, data centers, email, storage, monitoring, backups and more Management skills: Organization design, communication, negotiation, ethics, hiring and firing, and more Have you ever had any of these problems? Have you been surprised to discover your backup tapes are blank? Ever spent a year launching a new service only to be told the users hate it? Do you have more incoming support requests than you can handle? Do you spend more time fixing problems than building the next awesome thing? Have you suffered from a botched migration of thousands of users to a new service? Does your company rely on a computer that, if it died, can't be rebuilt? Is your network a fragile mess that breaks any time you try to improve it? Is there a periodic "hell month" that happens twice a year? Twelve times a year? Do you find out about problems when your users call you to complain? Does your corporate "Change Review Board" terrify you? Does each division of your company have their own broken way of doing things? Do you fear that automation

will replace you, or break more than it fixes? Are you underpaid and overworked? No vague "management speak" or empty platitudes. This comprehensive guide provides real solutions that prevent these problems and more!

The Open Group IT4ITTM Reference Architecture, Version 2.1, an Open Group Standard, provides a vendor-neutral, technology-agnostic, and industry-agnostic reference architecture for managing the business of IT.The Open Group IT4IT Reference Architecture standard comprises a reference architecture and a value chain-based operating model.The IT Value Chain has four value streams supported by a reference architecture to drive efficiency and agility. The four value streams are: • Strategy to Portfolio • Request to Fulfill• Requirement to Deploy• Detect to CorrectEach IT Value Stream is centered on a key aspect of the service model, the essential data objects (information model), and functional components (functional model) that support it. Together, the four value streams play a vital role in helping IT control the service model as it advances through its lifecycle. The IT4IT Reference Architecture:• Provides prescriptive guidance on the specification of and interaction with a consistent service model backbone (common data model/context)• Supports real-world use-cases driven by the Digital Economy (e.g., Cloud-sourcing, Agile, DevOps, and service brokering)• Embraces and complements existing process frameworks and methodologies (e.g., ITIL®, CoBIT®, SAFe, and TOGAF®) by taking a data-focused implementation model perspective, essentially specifying an information model across the entire value chainThe audience for this standard is:• IT Professionals who are responsible for delivering services in a way that isflexible, traceable, and cost-effective• IT Professionals / Practitioners who are focused on instrumenting the ITmanagement landscape• IT Leaders who are concerned about their operating model• Enterprise

Architects who are responsible for IT business transformationTopics covered include:• An introduction to the standard and the purpose of the IT4IT work• Key terminology of the standard• An introduction for executives and others introducing the IT Value Chain and IT4IT Reference Architecture concepts• IT4IT Core, which defines the structure of the IT4IT standard as well as the process and document structure used by the IT4IT standard• The Strategy to Portfolio (S2P) Value Stream• The Requirement to Deploy (R2D) Value Stream• The Request to Fulfill (R2F) Value Stream• The Detect to Correct (D2C) Value Stream• Background information on the standard.

How do you start? How should you build a plan for cloud migration for your entire portfolio? How will your organization be affected by these changes? This book, based on real-world cloud experiences by enterprise IT teams, seeks to provide the answers to these questions. Here, you'll see what makes the cloud so compelling to enterprises; with which applications you should start your cloud journey; how your organization will change, and how skill sets will evolve; how to measure progress; how to think about security, compliance, and business buy-in; and how to exploit the ever-growing feature set that the cloud offers to gain strategic and competitive advantage.

The CMDB Imperative

Learning ITIL Made Simple with Real-life Examples

Database Administration

Automating the Virtualized Data Center

Semantisches Informationsmodell für die Betriebsunterstützung dienstorientierter Systeme

Architecture and patterns for IT service management, resource planning, and governance : service management, resource planning, and governance : making shoes for the cobbler's children

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

Drive More Business Value from IT… and Bridge the Gap Between IT and Business Leadership Apply business practices throughout IT to optimize budgets and improve ROI Create higher satisfaction and more realistic expectations for IT throughout the business Written by two leading IBM experts on bringing business discipline to IT IT organizations have achieved outstanding technological maturity, but many have been slower to adopt world-class business practices. This book provides IT and business executives with methods to achieve greater business discipline throughout IT, collaborate more effectively, sharpen focus on the customer, and drive greater value from IT investment. The book focuses on four specific areas of business practices related to improving IT service management, managing services' cost and value, measuring IT performance with a goal of improving service and lowering cost, and improving customer alignment. Drawing on their experience consulting with leading IT organizations, Robert Ryan and Tim Raducha-Grace help IT leaders make sense of alternative ways to improve IT service and lower cost, including ITIL, IT financial management, balanced scorecards, and business cases. You'll learn how to choose the best approaches to improve IT business practices for your environment and use these practices to improve service quality, reduce costs, and drive top-line

revenue growth.

Cloud Capacity Management helps readers in understanding what the cloud, IaaS, PaaS, SaaS are, how they relate to capacity planning and management and which stakeholders are involved in delivering value in the cloud value chain. It explains the role of capacity management for a creator, aggregator, and consumer of cloud services and how to provision for it in a 'pay as you use model'. This involves a high level of abstraction and virtualization to facilitate rapid and on demand provisioning of services. The conventional IT service models take a traditional approach when planning for service capacity to provide optimum services levels which has huge cost implications for service providers. This book addresses the gap areas between traditional capacity management practices and cloud service models. It also showcases capacity management process design and implementation in a cloud computing domain using ITSM best practices. This book is a blend of ITSM best practices and infrastructure capacity planning and optimization implementation in various cloud scenarios. Cloud Capacity Management addresses the basics of cloud computing, its various models, and their impact on capacity planning. This book also highlights the infrastructure capacity management implementation process in a cloud environment showcasing inherent capabilities of tool sets available and the various techniques for

capacity planning and performance management. Techniques like dynamic resource scheduling, scaling, load balancing, and clustering etc are explained for implementing capacity management.

Information technology supports efficient operations, enterprise integration, and seamless value delivery, yet itself is too often inefficient, un-integrated, and of unclear value. This completely rewritten version of the bestselling Architecture and Patterns for IT Service Management, Resource Planning and Governance retains the original (and still unique) approach: apply the discipline of enterprise architecture to the business of large scale IT management itself. Author Charles Betz applies his deep practitioner experience to a critical reading of ITIL 2011, COBIT version 4, the CMMI suite, the IT portfolio management literature, and the Agile/Lean IT convergence, and derives a value stream analysis, IT semantic model, and enabling systems architecture (covering current topics such as CMDB/CMS, Service Catalog, and IT Portfolio Management). The edition retains the fundamental discipline of traceable process, data, and system analysis that has made the first edition a favored desk reference for IT process analysts around the world. This best seller is a must read for anyone charged with enterprise architecture, IT planning, or IT governance and management. Lean-oriented process analysis of IT

management, carefully distinguished from an IT functional model Field-tested conceptual information model with definitions and usage scenarios, mapped to both the process and system architectures Integrated architecture for IT management systems Synthesizes Enterprise Architecture, IT Service Management, and IT Portfolio Management in a practical way.

Enterprise Cloud epUB _1

Briggs

Effective Cybersecurity

Managing Digital

Enterprise Master Data Management (Paperback)

Measuring and Managing Information Risk

Implement Configuration Management Databases that Deliver Rapid ROI and Sustained Business Value Implementing an enterprise-wide Configuration Management Database (CMDB) is one of the most influential actions an IT organization can take to improve service delivery and bridge the gap between technology and the business. With a well-designed CMDB in place, companies are better positioned to manage and optimize IT infrastructure, applications, and services; automate more IT management tasks; and restrain burgeoning costs. Now, there's an objective, vendor-independent guide to making a CMDB work in your organization. The CMDB Imperative presents a start-to-finish implementation methodology that works and describes how the CMDB is shifting to the superior Configuration Management System (CMS). Expert CMDB industry analyst Glenn O'Donnell and leading-edge architect and practitioner Carlos Casanova first review the drivers behind a CMDB and the

technical, economic, cultural, and political obstacles to success. Drawing on the experiences of hundreds of organizations, they present indispensable guidance on architecting and customizing CMDB solutions to your specific environment. They'll guide you through planning, implementation, transitioning into production, day-to-day operation and maintenance, and much more. Coverage includes Defining the tasks and activities associated with configuration management Understanding the CMDB's role in ITIL and the relationship between CMDBs and ITIL v3's CMS Building software models that accurately represent each entity in your IT environment Ensuring information accuracy via change management and automated discovery Understanding the state of the CMDB market and selling the CMDB within your organization Creating federated CMDB architectures that successfully balance autonomy with centralized control Planning a deployment strategy that sets appropriate priorities and reflects a realistic view of your organization's maturity Integrating systems and leveraging established and emerging standards Previewing the future of the CMDB/CMS and how it will be impacted by key trends such as virtualization, SOA, mobility, convergence, and "flexi-sourcing"

This is a practical, hands-on guide that assists you in setting up and efficiently managing ITSM.ServiceDesk Plus 8.x Essentials is for IT helpdesk managers, administrators, and staff, serving as a compendium for service management concepts useful for them.

The Practical, Comprehensive Guide to Applying Cybersecurity Best Practices and Standards in Real Environments In Effective Cybersecurity, William Stallings

introduces the technology, operational procedures, and management practices needed for successful cybersecurity. Stallings makes extensive use of standards and best practices documents that are often used to guide or mandate cybersecurity implementation. Going beyond these, he offers in-depth tutorials on the "how" of implementation, integrated into a unified framework and realistic plan of action. Each chapter contains a clear technical overview, as well as a detailed discussion of action items and appropriate policies. Stallings offers many pedagogical features designed to help readers master the material: clear learning objectives, keyword lists, review questions, and QR codes linking to relevant standards documents and web resources. Effective Cybersecurity aligns with the comprehensive Information Security Forum document "The Standard of Good Practice for Information Security," extending ISF's work with extensive insights from ISO, NIST, COBIT, other official standards and guidelines, and modern professional, academic, and industry literature. • Understand the cybersecurity discipline and the role of standards and best practices • Define security governance, assess risks, and manage strategy and tactics • Safeguard information and privacy, and ensure GDPR compliance • Harden systems across the system development life cycle (SDLC) • Protect servers, virtualized systems, and storage • Secure networks and electronic communications, from email to VoIP • Apply the most appropriate methods for user authentication • Mitigate security risks in supply chains and cloud environments This knowledge is indispensable to every cybersecurity professional. Stallings presents it systematically and coherently, making it practical and actionable.

The complete guide to provisioning and managing cloud-based Infrastructure as a Service (IaaS) data center solutions Could computing will revolutionize the way IT resources are deployed, configured, and managed for years to come. Service providers and customers each stand to realize tremendous value from this paradigm shift-if they can take advantage of it. Cloud Computing brings together the realistic, start-to-finish guidance they need to plan, implement, and manage cloud solution architectures for tomorrow's virtualized data centers. It introduces cloud 'newcomers' to essential concepts, and offers experienced operations professionals detailed guidance on delivering Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS). This book's replicable solutions and fully-tested best practices will help enterprises, services providers, consultants, and Cisco partners meet the challenge of provisioning end-to-end cloud infrastructures. Drawing on extensive experience working with leading cloud vendors and integrators, the authors present detailed operations workflow examples, proven techniques for operating cloud-based network, compute, and storage infrastructure; a comprehensive management reference architecture; and a complete case study demonstrating rapid, lower-cost solutions design. Cloud Computing will be an indispensable resource for all network/IT professionals and managers involved with planning, implementing, or managing the next generation of cloud computing services. • •Review the key concepts needed to successfully deploy and cloud-based services •Transition common enterprise design patterns and use cases to the cloud •Master architectural principles and infrastructure design for 'real-time' managed IT services •Understand the Cisco approach to cloud-related

technologies, systems, and services •Develop a cloud management architecture using ITIL, TMF, and ITU-TMN standards •Implement best practices for cloud service provisioning, activation, and management •Automate cloud infrastructure to simplify service delivery, monitoring and assurance •Choose and implement the right billing/chargeback approaches for your business •Design and build IaaS services, from start to finish •Manage the unique capacity challenges associated with sporadic, real-time demand •Provide a consistent and optimal cloud user experience This book is part of the Networking Technology Series from Cisco Press, which offers networking professionals valuable information for constructing efficient networks, understanding new technologies, and building successful careers.

IT Service Managers' Guide to Successful User Adoption
Security Patch Management
Build cloud strategies that align technology and economics while effectively managing risk
A Guide to Using Best Practices and Standards
Capacity Management
The Complete Guide to DBA Practices and Procedures
The deployment of software patches can be just as challenging as building entirely new workstations. Training and support issues can haunt even the most successful software launch for months. Preparing for the rigors of software deployment includes not just implementing change, but training employees, predicting and mitigating pitfalls, and managin
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 Only Complete Technical Primer for MDM Planners, Architects, and Implementers Companies moving toward flexible SOA architectures often face difficult information management and integration challenges. The master data they rely on is often stored and managed in ways that are redundant, inconsistent, inaccessible, non-standardized, and poorly governed. Using Master Data Management (MDM), organizations can regain control of their master data, improve corresponding business processes, and maximize its value in SOA environments. Enterprise Master Data Management provides an authoritative, vendor-independent MDM technical reference for practitioners: architects, technical analysts, consultants, solution designers, and senior IT decisionmakers. Written by the IBM® data management innovators who are pioneering MDM, this book systematically introduces MDM's key concepts and technical themes, explains its business case, and illuminates how it interrelates with and enables SOA. Drawing on their experience with cutting-edge projects, the authors introduce MDM patterns, blueprints, solutions, and best practices published nowhere else--everything you need to establish a consistent, manageable set of master data, and use it for competitive advantage. Coverage includes How MDM and SOA complement each other Using the MDM Reference Architecture to position and design MDM solutions within an enterprise Assessing the value and risks to master data and applying the right security controls Using PIM-MDM and CDI-MDM Solution

Blueprints to address industry-specific information management challenges Explaining MDM patterns as enablers to accelerate consistent MDM deployments Incorporating MDM solutions into existing IT landscapes via MDM Integration Blueprints Leveraging master data as an enterprise asset--bringing people, processes, and technology together with MDM and data governance Best practices in MDM deployment, including data warehouse and SAP integration

Using System Center 2012 Orchestrator, you can capture and document processes across your entire IT organization, establishing the automation you need to deliver advanced cloud services and self-adjusting computing resources. Authored by five leading System Center experts, this comprehensive reference and technical guide brings together all the knowledge you'll need to architect, install, implement, integrate, and maximize the value of your own Orchestrator solutions. The authors introduce current best practices based on large-scale enterprise implementations they've personally led or participated in. This up-to-date guide shows how to apply Orchestrator's major improvements to implement IT process automation in any environment, including private clouds. You'll start with context: what Orchestrator does, how it has evolved, how it works, and essential architecture and design techniques. Next, the authors help you make crucial up-front decisions about activities, runbooks, security, and administration. Finally, you'll find expert guidance for integrating Orchestrator with the rest of System Center and with Windows Azure cloud services—including advanced automated workflows that

encompass both data center and cloud. Detailed information on how to… • Understand System Center 2012 Orchestrator's capabilities, evolution, architecture, and design, including SP1 improvements and R2 • Successfully install System Center 2012 Orchestrator and migrate smoothly from Opalis Integration Server 6.3 • Take full advantage of Orchestrator's advanced new runbook automation capabilities • Configure activities associated with runbook control, systems, scheduling, monitoring, files, email, notification, and data handling • Design runbooks for fault tolerance and optimal performance • Enforce strong security using roles, permissions, and auditing • Deliver integration capabilities for Operations Manager, Service Manager, Configuration Manager, Virtual Machine Manager, and Data Protection Manager • Automate end-to-end data center/ cloud workflows with integration packs and PowerShell • Create your own integration packs with Orchestrator Integration Toolkit (OIT.SDK) • Support Orchestrator 2012, troubleshoot problems, and discover the best web and third-party resources
Cloud Computer Security Techniques and Tactics
ServiceDesk Plus 8.x Essentials
Spinning Up ServiceNow
An SOA Approach to Managing Core Information
System Center 2012 Orchestrator Unleashed
Utility Communication Networks and Services
Although the patch management process is neither exceedingly technical nor extremely complicated, it is still perceived as a complex issue that's often left to the last minute or resolved with products that automate

the task. Effective patch management is not about technology; it's about having a formal process in place that can deploy patches to vulnerable systems quickly. Helping you figure out exactly what to patch and which patches to use, Security Patch Management provides detailed guidance through the process of creating and implementing an effective and efficient patch management process. It uses a format that is easy-to-understand and applicable regardless of the operating system, network device, or patch deployment tool. The author illustrates the proper implementation of patches on devices and systems within various infrastructures to provide the insight required to: Design your own patch release process and keep it action ready Test the effectiveness of your patches Keep up with the latest patch releases Prioritize the vulnerabilities that need to be addressed Apply patches quickly and without draining essential network resources This book supplies the tools and guidelines you need to stay one step ahead of the exploits on the horizon. It will help you establish a patch management process that not only protects your organization against zero-day attacks, but also helps you become more proactive when it comes to this critical facet of information security.

As a result of a rigorous, methodical process that (ISC) follows to routinely update its credential exams, it has announced that enhancements will be made to both the Certified Information Systems Security Professional

(CISSP) credential, beginning April 15, 2015. (ISC) conducts this process on a regular basis to ensure that the examinations and

Learn how to onboard ServiceNow ITSM tools by evangelizing, educating, and coordinating your organization's service desk, developers, and stakeholders. Drawing on his own story of lessons learned in spinning up the adoption of ServiceNow throughout the Al Jazeera Media Network, application architect Gabriele Kahlout shows IT service managers how to launch automated ServiceNow ticketing tools in seamless integration with their organization's existing email and Active Directory. Spinning Up ServiceNow: IT Service Managers' Guide to Successful User Adoption shows you how to orchestrate your IT service desks and developers to facilitate the adoption and consumption of IT services by all users, supporting their various business needs while optimizing human-computer interaction and minimizing stress and productivity loss arising from poor human-system design. What You'll Learn Quick-start ServiceNow in a matter of days with the minimum configuration required to start processing tickets via email Avoid the teething problems that can spoil your users' onboarding experience with ServiceNow Automate the process of scaling up new teams into ServiceNow Shape your users' experiences so that they retain their 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 suites in their organizations and business analysts determining the requirements for such implementation. The secondary readership is system administrators and developers involved in ITSM.

Database Administration, Second Edition , is the definitive, technology-independent guide to the modern discipline of database administration. Packed with best practices and proven solutions for any database platform or environment, this text fully reflects the field's latest realities and challenges. Drawing on more than thirty years of database experience, Mullins focuses on problems that today's DBAs actually face, and skills and knowledge they simply must have. Mullins presents realistic, thorough, and up-to-date coverage of every DBA task, including creating database environments, data modeling, normalization, design, performance, data integrity, compliance, governance, security, backup/recovery, disaster planning, data and storage management, data movement/distribution, data warehousing, connectivity, metadata, tools, and more. This edition adds new coverage of "Big Data," database appliances, cloud computing, and NoSQL. Mullins includes an entirely new chapter on the DBA's role in regulatory compliance, with substantial new material on data

breaches, auditing, encryption, retention, and metadata management. You'll also find an all-new glossary, plus up-to-the-minute DBA rules of thumb.
Official (ISC)2 Guide to the CISSP CBK
ITSM Process Assessment Supporting ITIL (TIPA)
A FAIR Approach
Innovative Techniques to Make Processes Agile and Relevant
Curing the Patch Management Headache
Cloud Enterprise Architecture

Accelerating Business and Mission Success with Cloud Computing. Key Features A step-by-step guide that will practically guide you through implementing Cloud computing services effectively and efficiently. Learn to choose the most ideal Cloud service model, and adopt appropriate Cloud design considerations for your organization. Leverage Cloud computing methodologies to successfully develop a cost-effective Cloud environment successfully. Book Description Cloud adoption is a core component of digital transformation. Scaling the IT environment, making it resilient, and reducing costs are what organizations want. Architecting Cloud Computing Solutions presents and explains critical Cloud solution design considerations and technology decisions required to choose and deploy the right Cloud service and deployment models, based on your business and technology service requirements. This book starts with the fundamentals of cloud computing and its architectural concepts. It then walks you through Cloud service models (IaaS, PaaS, and SaaS), deployment models (public, private, community, and hybrid) and implementation options (Enterprise, MSP, and CSP) to explain and describe the key considerations and challenges organizations face during cloud migration. Later,

this book delves into how to leverage DevOps, Cloud-Native, and Serverless architectures in your Cloud environment and presents industry best practices for scaling your Cloud environment. Finally, this book addresses (in depth) managing essential cloud technology service components such as data storage, security controls, and disaster recovery. By the end of this book, you will have mastered all the design considerations and operational trades required to adopt Cloud services, no matter which cloud service provider you choose. What you will learn Manage changes in the digital transformation and cloud transition process Design and build architectures that support specific business cases Design, modify, and aggregate baseline cloud architectures Familiarize yourself with cloud application security and cloud computing security threats Design and architect small, medium, and large cloud computing solutions Who this book is for If you are an IT Administrator, Cloud Architect, or a Solution Architect keen to benefit from cloud adoption for your organization, then this book is for you. Small business owners, managers, or consultants will also find this book useful. No prior knowledge of Cloud computing is needed. The IT4ITTM reference architecture, Version 2.0