



Itsmf Pocket Guide

Jos van Oosten



Itsmf Pocket Guide:

Service Agreements - A Management Guide itSMF International, 2006-09-09 Note This book is available in several languages Chinese English This book provides a more thorough approach to service agreements than available so far It takes the material from ITIL best practices one step further by providing a more comprehensive and holistic approach to service agreements

Implementing IT Governance - A Pocket Guide Dr. Gad Selig, 2008-04-12 The issues opportunities and challenges of aligning information technology more closely with an organization and effectively governing an organization s Information Technology IT investments resources major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management in enterprises on a global basis An integrated and comprehensive approach to the alignment planning execution and governance of IT and its resources has become critical to more effectively align integrate invest measure deploy service and sustain the strategic and tactical direction and value proposition of IT in support of organizations Much has been written and documented about the individual components of IT Governance such as strategic planning demand portfolio investment management program and project management IT service management and delivery strategic sourcing and outsourcing performance management and metrics like the balanced scorecard compliance and others Much less has been written about a comprehensive and integrated IT Business Alignment Planning Execution and Governance approach This new title fills that need in the marketplace and gives readers a structured and practical solutions using the best of the best principles available today The book is divided into nine chapters which cover the three critical pillars necessary to develop execute and sustain a robust and effective IT governance environment leadership and proactive people and change agents flexible and scalable processes and enabling technology Each of the chapters also covers one or more of the following action oriented topics demand management and alignment the why and what of IT strategic planning portfolio investment management decision authority etc execution management includes the how Program Project Management IT Service Management and Delivery 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 Endorsements Selig has brought together his years of practical experience and his academic training to produce a valuable resource on how to successfully manage IT He uses IT governance as the focal point for executing best practices to create alignment between IT and the business In today s marketplace where no organization can compete effectively without alignment this book can become the executive handbook for IT management Christine V Bullen Senior Lecturer Howe School of Technology Management Stevens Institute of Technology Dr Selig has written an extremely comprehensive book on IT Governance It is so comprehensive that today s IT leader need look at few other sources to ensure that they have nailed what it takes to lead a world class IT organization It provides details yet serves as a easily reference able road map for today s busy IT executives it s a great desktop companion

Stu Werner Executive Vice President and CIO Li Fong U S A Dr Selig's book on this topic is a great resource for all IT practitioners and brings together every critical aspect relating to IT governance This book lays out a roadmap to executing within a solid governance model It looks at all aspects of establishing maturing growing and sustaining an IT ecosystem The combination of case studies and disciplined approaches to building well structured processes committed leaders and change agents will help the board executive management and most of all CIO's and IT professionals think through what has worked what can work and how to deploy IT governance successfully I very much enjoyed reading the chapters I think you have a great book and I look forward to reading it when it comes out Dick LeFave CIO Sprint Nextel In an era when strong IT governance is an increasingly critical component of visionary business and technology leadership Dr Selig's book provides a welcome compendium of successful practices Experienced leaders will find it a valuable reference while early career managers will appreciate the clear actionable framework for developing high quality sustainable governance models of their own Hank Zupnick CIO GE Real Estate Dr Selig's book is a well thought out and comprehensive reference guide on the successful governance of IT in context of the larger business It successfully combines practical check lists and governance models with real world insights in an easy to read format The book is organized into logical sections that make it easy to find topics of relevance This book will be useful when setting up a new governance model or challenging and improving what is in place today It is written in a format that allows the reader to stand back from the detail and look at the bigger picture recognizing that an integrated approach to IT governance is critical to the overall health of a successful business Dr Selig has captured this complex topic in a way that will prove a valuable reference for all levels of Executives and managers that are involved in IT governance Nicholas Willcox Director IT Unilever Americas Dr Selig's blend of executive IT and senior level business experience in major companies combined with many years of teaching experience and research effort have enabled him to create a unique book that blends many different components and perspectives on IT Governance into a single framework Written for senior and aspiring IT and business leaders his book draws upon practical experience research and best practices as well as the collective wisdom of the many senior IT leaders he has interacted with in teaching IT Governance A five star rating James R Shea Director Syracuse University Center for Business Information Technologies Dr Selig has created a veritable IT Governance Encyclopedia for the 21st century IT executive If something isn't covered here you probably don't need to know it Peter Schay Executive VP The Advisory Council [Implementing Metrics for IT Service Management](#) David Smith, Jan van Bon, Peter Brooks, 2008-08-08 This book [Implementing Metrics for IT Service Management](#) provides a measurement framework which is based on a continuous improvement lifecycle The measurement framework is aligned with the IT Infrastructure Library ITIL set of best practices The framework is compatible with the Control Objectives for IT CobiT framework and supports ISO IEC 20000 standards for IT Service Management This book also provides the basic concepts around measurements for business IT alignment achieving compliance and driving operation excellence Where

possible examples case studies and check lists have been included along with a scorecard accelerator software tool to further improve the learning experience and accelerate the adoption of measurements The goal of this book is to provide the reader with a measurement framework to align IT with the business objectives to create value through continuous improvements This book is complimentary to the book Metrics for IT Service Management also published by Van Haren Publishing

Implementing ISO/IEC 20000 Certification: The Roadmap itSMF International,2008-03-03 ISO IEC 20000 is the corporate standard for achieving quality within IT Service Management As individuals achieve success in Service Management frameworks such as ITIL many organizations have identified the benefits of making the jump to full corporate accreditation But having made the decision to invest in this standard what is the best way to implement adoption in an efficient and successful way This thorough practical guide has been put together by real experts with real experience of how ISO IEC 20000 works in the workplace and in the real world Part A of this title covers the step by step description of the ISO 20000 implementation process Part B contains real case studies from organizations who have successfully achieved ISO IEC accreditation This Official itSMF guide is unique in that it not only describes the implementation process It also suggests solutions to common problems and set backs An understanding of the many business pressures means that practical guidance on the business case measuring success or not or the need for quick wins are all included in this book making it an invaluable companion for all those working on an implementation project A sister guide to the hugely successful Official itSMF Introduction to ISO IEC 20000 book readers will find that this book becomes a key asset in delivering a practical down to earth implementation program Foreword by John Stewart of OGC

IT Service Management from Hell based on Not ITIL itSMF International,2007-01-01 A humorous and insightful perspective on the often chaotic world of IT service management Drawing inspiration from the IT Infrastructure Library ITIL framework but taking a decidedly satirical approach the book explores the pitfalls paradoxes and downright ludicrous situations that can arise in IT organizations

Service Management Strategies that Work Adam Grummitt,Troy DuMoulin,2007-09-09 Pink Elephant is the world leader in IT management best practices offering solutions to public and private businesses worldwide many of them listed in the Fortune 500 The Company specializes in improving the quality of IT services through the application of recognized frameworks including the IT Infrastructure Library ITIL

The Stationery Office Agency Catalogue 2007 Stationery Office,2009-02 No public library discount on this title

ISO/IEC 20000: Pocket Guide Marianne Nugteren,Jan van Bon,Selma

Polter,1970-01-01 Note This book is available in several languages Italian German Spanish L obiettivo di questa pubblicazione di fornire un documento di facile lettura che spieghi la natura il contenuto e lo scopo dello standard ISO IEC 20000 Ci dovrebbe portare velocemente la ISO IEC 20000 alla portata di una ampia audience internazionale attraverso una facile ed accessibile pocket guide Per promuovere la consapevolezza e l accettabilit della ISO IEC 20000 quale un valido standard per le organizzazioni di servizi ITPer supportare la formazione e la certificazione ISO IEC 20000Per dare ai

professionisti un rapido riferimento ai contenuti principali della ISO IEC 20000 ISO IEC 20000 pocket guide si rivolge ad un ampio insieme di professionisti trainer e studenti che lavorano sia nell IT sia in altri ambienti a partire dagli esperti nella fornitura di servizi IT fino a coloro che desiderano trovare una metodologia valida per affrontare le criticità del miglioramento della qualità L organizzazione internazionale ITSMF attraverso l impegno del suo International Publications ESC IPESC ha concesso la sua approvazione a questa pocket guide quale parte di una comune libreria globale a supporto di uno standard uniforme della conoscenza ITSM e delle best practice

Defining IT Success Through The Service Catalog Bill Fine,Rodrigo Flores,Troy DuMoulin,2007-02-12 The Service Catalog is a fundamental IT tool covering the services themselves default capabilities measures and primary means of access and provision In short it represents the value IT provides to facilitate business operations Written by industry experts and using real case studies this valuable title takes the reader beyond the theoretical to focus on the real business benefits of Service Catalogs and how to implement them successfully within an organization Services are made standard and rational leading to lower costs and increased service availability Standard service products enable forecasting of demand leading to better volume discounts from vendors and improved inventory and capacity planning Controls over consumption of services are enhanced The fulfillment of IT services is improved with the catalog Standardization of services leads to recurrent workflows rather than relatively expensive one off projects HMSO Agency Catalogue Great Britain. Her Majesty's Stationery Office,2005

Process Management Based on SqEME® Jos van Oosten,2008-04-24 SqEME is an open standard for developing a process centred architecture of an enterprise It may be reproduced freely by any organization wishing to use it to develop a governance structure on the quality of their business processes SqEME Process Management is a method that facilitates discussion of the design of the organization in a subtle but unambiguous way Processes have to hold a prominent place in observing organizations how are the different parts of the organization tuned to each other and how does adequate communication take place SqEME as a methodology views processes from four different perspectives SqEME calls these windows by means of which one seeks for the Constitution Chemistry Correspondence and Construction of the enterprise SqEME is the result of more than twenty years experience with the management of business processes within various organizations SqEME has been applied successfully in industry chemistry automotive construction paper in the business sector IT service healthcare in the non profit sector and in public companies such as the Prosecution Counsel County Councils and local authorities This book is particularly aimed at professionals who are involved in the change process within process driven organizations Anyone wishing to familiarize themselves with process centred thinking will be pleased to find that this book adopts an innovative yet practice proven approach The SqEME Foundation is a platform for discussing the method and its application where insights into the basic assumptions and backgrounds are shared www.sqeme.org

ABC of ICT Jan Schilt,Paul Wilkinson,2008-10-03 ABC is like an iceberg much of it hidden beneath the surface yet capable of inflicting enormous damage to your organization or more

importantly your business With growing importance of IT to business operations we can no longer afford to have our ITSM improvement programs and initiatives fail because of Attitude Behavior or culture issues This book describes what ABC is why it is important and gives practical cases and examples in dealing with ABC issues The book contains more than 35 case examples from industry experts and practitioners on what they have done to solve specific ABC issues The book can be used in combination with the ABC of ICT card set for creating awareness assessing your own worst practices and taking your first practical steps in solving them This book provides a valuable addition on top of ITIL publications on how to ensure ITSM improvement programs can and do deliver lasting value ITIL® V3 - A Pocket Guide Jan van Bon,2020-06-11 Note This pocket book is available in several languages English German French This Pocket Guide is a concise summary of ITIL V 3 A quick portable reference tool to this leading standard within the Service Management community What are the key service management processes What is the lifecycle approach **Application management** itSMF - the IT Service Management Forum,2005-09 This pocket guide has been designed as a handy reference book on best practice in Application Management from a service management perspective It is complementary to the ITIL publication on Applications Management ITIL® V3 - A Pocket Guide Jan van Bon,2020-06-11 Note This pocket book is available in several languages English German French This Pocket Guide is a concise summary of ITIL V 3 A quick portable reference tool to this leading standard within the Service Management community What are the key service management processes What is the lifecycle approach **The Guide to IT Service Management** Jan Van Bon,2002 The book will provide readers with the state of the art insights and developments in the field of ITSM **ITIL® V3** Jan van Bon,Arjen de Jong,Axel Kolthof,Mike Pieper,Ruby Tjassing,Annelies van der Veen,Tieneke Verheijen,2010-06-06 Note This pocket book is available in several languages English German French Dutch This Pocket Guide is a concise summary of ITIL V 3 A quick portable reference tool to this leading standard within the Service Management community What are the key service management processes What is the lifecycle approach

Servicing Itsm Randy A. Steinberg,2013-12-27 What services does the IT organization really deliver Rather than discuss the theory around what a service catalog or service portfolio is this book gives you the actual IT service descriptions for running operating and managing an entire IT infrastructure Its all herecomplete service descriptions catalog and portfolio templates service implementation plans service governance processes and much more all packed into this one handbook Just about every IT support service is described in this book Take the service descriptions you need mix match and customize them to quickly create the content needed for your own service catalogs and portfolios Many books talk about how to build a service catalogthis book is a service catalog We really struggled to identify and pull our IT services together until we saw this materialit saved us months With this material we can finally tell the business what IT actually delivers to them A valuable reference resource for ITSM practitioners service managers CIOs procurement managers and anyone else sourcing the services needed to run an entire IT infrastructure operation One can put together an entire IT service management operation

just from the service descriptions in this book **Directory of UK & Irish Book Publishers** ,2006 IT Governance Koen Brand,Harry Boonen,2004-06-22 This pocket guide is the first result of a project that was started by the Netherlands chapters of ISACA Information Systems Audit and Control Association ITSMF and EXIN with the aim of developing a management instrument that fit standards like ITIL ISO security standards and the Balanced Scorecard It is provided for two purposes First it is a quick reference guide for those not acquainted with this field of work Second it is a high level introduction to ISACA s standard COBIT that will encourage further study The guide follows the process structure of COBIT but it differs from COBIT in several ways adding new information to the structure from the perspective of IT management

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